

Position Description

Position Title:	Aboriginal Liaison Officer
Reports to:	Manager, Aboriginal and Torres Strait Islander Health
Department:	Health Independence Program (HIP)
Directorate:	Community Care & Mental Health
Cost centre:	N3303
Code & classification:	Community Development Worker Class 2A (XV15 - ON14)
Employment conditions:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2026 and its successors, and GV Health Policies and Procedures (and as varied from time to time) and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Aboriginal Liaison Officer (ALO) reports directly to the Manager, Aboriginal and Torres Strait Islander Health within the Health Independence Program team. GV Health is committed improving community wellbeing through high quality health services, outstanding care and learning.

The Aboriginal Liaison Officer at Goulburn Valley Health is responsible for assisting the organisation to:

- Implement the Improving Care for Aboriginal Patients (ICAP) program;
- Work with the local Aboriginal and Torres Strait Islander community including engagement with the Rumbalara Aboriginal Cooperative
- Implement GV Health policies and strategic directions aimed at improving Aboriginal health
- Provide cultural security

The Aboriginal Liaison Officer provides information and support to Aboriginal patients so that they can make informed decisions regarding their treatment and care; assists health care providers to meet the particular needs of Aboriginal patients and their families; and aims to increase the sensitivity of health care providers to Aboriginal health issues.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

- Participate in planning, implementation and evaluation of the partnership agreement between GV Health and Rumbalara Aboriginal Cooperative and achievement of objectives outlined in the annual Aboriginal Cultural Safety Plan
- Promote and embody a risk management approach in accordance with the GV Health Risk Management Program
- Participate in GV Health initiatives to improve Aboriginal and Torres Strait Islander Health
- Maintain regular contact and an effective working relationship between GV Health, Rumbalara Aboriginal Cooperative, University of Melbourne School of Rural Health, other health agencies, relevant government agencies and the local Aboriginal community
- Represent GV Health at appropriate forums and public meetings, including meetings convened by the Department of Human Services Koori Human Services Unit or VACCHO, in relation to the Improving Care for Aboriginal Patients (ICAP) program
- Provide advice and support to GV Health department managers and program staff regarding the provision of culturally safe and responsive services to Aboriginal patients
- Liaise with Aboriginal clients admitted to Goulburn Valley Health and identify their cultural support needs
- Ensure that contact is made wherever possible, with Aboriginal patients admitted to Goulburn Valley Health, so that their needs for information and support can be identified and responded to
- Provide assistance and advocacy if required, to Aboriginal patients and their families in:
 - Understanding hospital procedures
 - Understanding explanations regarding diagnostic tests and treatment options, so that they can make informed decisions regarding their treatment and care
 - Participating in discharge planning and accessing appropriate follow-up services on their return home from hospital
 - Arranging non-urgent transport to and from healthcare facilities.
- Assist Aboriginal patients and their families to access and utilise other health services and relevant agencies in the broader community as well as Rumbalara Aboriginal Co-operative and other Aboriginal community-controlled organisations
- Liaise with ALO's at other hospitals to ensure arrangements are in place for effective support of Aboriginal patients transferred between hospitals
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Ensure information and resources related to GV Health programs and services are provided to Aboriginal community members, organisations and professional networks
- Ensure that community members are aware of the availability of the Minya Barmah room; maintain information displays; and ensure that supplies are maintained.
- In conjunction with Rumbalara Aboriginal Cooperative, participate in the provision of cultural safety and /or cross-cultural training programs
- Act as a resource person for cross cultural awareness on Aboriginal health issues for GV Health staff and students, and provide consultation in relation to individual client care
- Ensure that potential hazards and/or incidents that occur in the workplace are documented and reported as per GV Health requirements.

KEY SELECTION CRITERIA

Essential:

- Relevant tertiary qualification or equivalent experience
- Sound knowledge and understanding of Aboriginal culture, society and kinship networks, as well as the ability to communicate with, and be accepted by the local Aboriginal community
- Understanding of Aboriginal health issues and priorities at a local and state level
- Excellent communication, decision making, advocacy and negotiation skills
- Demonstrated ability to develop and maintain communication and professional networks with Aboriginal communities, hospital staff and government agencies
- Demonstrated skills and experience in the development of programs aimed at improving access for Aboriginal communities to mainstream services
- The ability to work as a member of a team with a range of community and professional groups.
- Current drivers' licence.

Desirable:

- Demonstrated ability to develop and maintain statistical data bases
 - Relevant qualifications in health, community services or similar field would be an advantage.
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- Demonstrating of GV Health CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Attendance and active participation at meetings as required
 - Maintain an active interest in professional best practice in regard to Aboriginal health issues, and participate in relevant continuing professional development
 - 100% compliance with training requirements as outlined in the GV Health Education Framework
 - Active participation in the Performance and Development review process.
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ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;

- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care & Mental Health	Manager Aboriginal & Torres Strait Islander Health
Reviewed by:	Toni Mason
Issue Date:	July 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)