

Position Description

Position Title	Maternity Aboriginal Hospital Liaison Officer (MAHLO)
Position Number	30009640
Division	Quality and Risk
Department	Aboriginal Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker
Classification Code	XX7 – ON15
Reports to	Team Leader of Aboriginal Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

Acknowledgement of Country

Bendigo Health acknowledges the Traditional Custodians of the land, the Dja Dja Wurrung People and pays respect to their Ancestors, Elders, past, present and future. We recognise the continued impacts of colonisation and historical dispossession for Aboriginal people. The reality of colonisation involved establishing Victoria with the specific intent of excluding Aboriginal people and their lore, cultures, customs and traditions.

As a health service, we acknowledge Djaara have been healing with Country for thousands of years. We recognise and respect their culture and the contribution of all Aboriginal & Torres Strait Islander Peoples across the region and express our commitment to walking together on this continued healing journey.

The Position

In the position description the term *Aboriginal* is used to refer to and is inclusive of Aboriginal and Torres Strait Islander people

The Maternity Aboriginal Hospital Liaison Officer (MAHLO) role is a position funded from the Aboriginal Cultural Safety Fixed Grant that is primarily focused on providing a culturally safe birthing experience across the pregnancy continuum with the purpose of providing each Aboriginal baby with the best start in life. The person in this role will use a culturally appropriate approach to support First Nations families through the gestation and birthing experience. This position aligns with the priorities in Korin Korin Balit-Djak and the Safer Care Victoria project “Safer Baby Collaborative”. The role will work alongside the Dhelkuk Dangatuk Baring midwifery model of care to assist Aboriginal families with a continuity model that is culturally safe, women-centred and family focused.

The Maternity Aboriginal Hospital Liaison Officer will be provide supports to mum’s and families through advocacy, listening to and creating opportunities to meet the needs and goals of the woman and her family. This position will involve provision of antenatal and postnatal specific education that is both credible and culturally appropriate, as well as additional health promotion materials when required and appropriate.

The role is located on the main Bendigo Hospital campus but covers other areas across Bendigo Health and supports links to community services both internal and external.

This is a **diverse, enjoyable and rewarding role** that will provide you with **variety** in your working day.

Special Measure

This position is reserved for people of Australian Aboriginal and/or Torres Strait Islander origin.

This action/activity constitutes a special measure under section 12 of the Equal Opportunity Act 2010.

Responsibilities and Accountabilities

- Participate in team, organisation and clinical meetings as required.
- Participate in staff development and training and service development activities.
- Maintain high quality, accurate records and statistics in line with Aboriginal Services reporting systems and into inter-departmental reporting systems as required.
- Identify and participate in Quality Assurance activities as part of the continual improvement process and accreditation requirements.

Key Responsibilities

- Provide holistic and culturally safe clinical care (within scope) and support for Aboriginal women, babies and families including consideration of the physical, cultural, spiritual and social and emotional wellbeing needs of the woman and her expectations for pregnancy and parenthood.
- Work in partnership with the woman, her family and community, the Women's and Children's division by promoting woman-centred care throughout the pregnancy and early parenting period including childbirth education, such as the development of a birth plan.
- Ensure that maternity care is provided in an appropriate, culturally safe setting and attend midwifery clinics as required.
- If necessary, implement referral pathways to culturally safe external stakeholders, such as BDAC, to ensure that the women and the families have the support needed in the community.
- Work in a positive manner and in partnership with midwives and key health care providers to demonstrate personal standards of consistency and contribute to an environment which promotes a positive and motivated work culture.
- Maintain timely, effective and professional communication with team members, other departments and external stakeholders, as well as within required data reporting systems.
- Collaborate and develop strong relationships with other health care providers to support shared care arrangements, coordinate streamlined care and ensure positive experiences for families.
- Advocate and support implementation of strategies to improve services for Aboriginal people as outlined in Korin Korin Balit-Djak, Safer Care Victoria project "Safer Baby Collaborative", the National Safety and Quality Health Service Standards and the Bendigo Health Aboriginal Health, Wellbeing and Safety Plan.
- Facilitate cultural education/orientation and in-service training programs for Bendigo Health staff and external stakeholders as required.

Key Selection Criteria

Essential

1. Relevant degree in health (Nursing, Allied Health, Mental Health, Health Administration) and/or experience in working in a health setting.

Skills and Expertise

2. Clinically and culturally exceptional individual with a commitment to improving health outcomes and experiences of Aboriginal families, demonstrated through experience providing support and advocacy, maintaining confidentiality, and fostering positive relationships within the local community.
3. A personal, holistic approach which is positive, enthusiastic, friendly and helpful that is supported by a sound knowledge and understanding of Aboriginal culture, society and kinship networks.
4. Ability to engage and interact with a diverse range of people and give excellent customer service to both internal and external stakeholders.
5. Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills.
6. Ability to be flexible and work as part of a team to collaborate for the best possible outcome for every mother and baby and work independently as required.
7. Excellent written, including clinical documentation skills, interpersonal and verbal communication skills including the capacity to represent the needs of patients and/or staff at various forums/committees.
8. Ability to manage both community and work expectations particularly in respect to working within a mainstream organisation.

Desirable

9. Willing to consider further education or training, e.g childbirth education, MARAM training, Aboriginal Health Worker/Practitioner certificate.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.

- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.