

Position Description

Position Title	Koori Mental Health Liaison Officer (KMHLO)
Position Number	30028963
Division	Quality and Risk
Department	Aboriginal Hospital Liaison Officers
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Dev Worker C2B Y3 - C2B Y7
Classification Code	XX9 – ON15
Reports to	Team Leader
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association (if applicable) • Drivers License • 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.

The Position

Note: Throughout this Position Description, the term **Aboriginal** is used to respectfully refer to and include both Aboriginal and Torres Strait Islander peoples.

The Koori Mental Health Liaison Officer plays a key role in supporting the delivery of culturally safe, responsive and person-centred mental health care for Aboriginal consumers across the Loddon Mallee region receiving inpatient mental health services.

The role provides culturally appropriate support, advocacy and care coordination to Aboriginal consumers and their families throughout their inpatient journey, helping to navigate the mental health system, strengthen engagement with services and facilitate access to appropriate internal and external supports. Working collaboratively with multidisciplinary teams, the Koori Mental Health Liaison Officer promotes culturally safe practice and contributes to improved consumer experiences and health outcomes.

The position also provides cultural advice and guidance to Mental Health staff, supporting greater understanding of Aboriginal cultures, histories and the social and emotional wellbeing framework. Through education, collaboration and advocacy, the role contributes to building organisational capability and strengthening the delivery of culturally safe mental health care across Bendigo Health.

Acknowledgement of Cultural Load

This position is reserved for people of Australian Aboriginal or Torres Strait Islander origin, therefore Bendigo Health acknowledges that this role has the potential to add to the often invisible Aboriginal-related Cultural workload that Aboriginal employee's experience.

To ensure that Aboriginal and Torres Strait employees feel safe, supported and respected to call out on their cultural load, Bendigo Health provides ongoing education (including compulsory Aboriginal Cultural Awareness & Aboriginal and Torres Strait Islander Cultural Safety Training) to all employees, as well as having policies (e.g. Cultural & Ceremonial Leave Protocol) in place to ensure there is an organisation wide understanding of our shared history of colonisation that can lead to cultural load.

Responsibilities and Accountabilities

Key Responsibilities

- Provide culturally safe, trauma-informed and person-centred support to Aboriginal and Torres Strait Islander consumers, working collaboratively with clinical case managers and multidisciplinary teams to enhance care planning and service delivery
- Facilitate the safe and respectful journey of Aboriginal consumers and their families through the mental health service, with a particular focus on supporting transitions from the Emergency Department to inpatient and community mental health services, ensuring continuity of care and culturally responsive practice

- Develop and maintain strong collaborative relationships with Aboriginal communities, Aboriginal Community Controlled Health Organisations (ACCHOs), community service providers and government agencies to strengthen partnerships, improve service coordination and build trust.
- Advocate for Aboriginal consumers and support the implementation of organisational and state-wide strategies that improve health equity, cultural safety and clinical outcomes, including alignment with the Improving Care for Aboriginal Patients (ICAP) framework, Korin Korin Balit-Djak, the National Safety and Quality Health Service (NSQHS) Standards, and the Bendigo Health Aboriginal Health, Wellbeing and Safety Plan.
- Promote culturally safe practices across Mental Health Services and the broader organisation by providing cultural advice, guidance and support to clinical and non-clinical staff.
- Deliver and contribute to cultural education, orientation and professional development activities to increase staff knowledge, confidence and capability in providing culturally safe care for Aboriginal and Torres Strait Islander consumers.
- Apply a sound understanding of the historical, social and cultural factors that influence the health and wellbeing of Aboriginal and Torres Strait Islander peoples, using this knowledge to inform practice and improve consumer experiences and outcomes.
- Maintain accurate, timely and confidential documentation, ensuring all information is managed in accordance with organisational policies, legislative requirements and professional standards.
- Communicate effectively and professionally with consumers, families, colleagues, community partners and external stakeholders, fostering respectful relationships and collaborative care.
- Demonstrate a commitment to ongoing professional development, reflective practice and continuous quality improvement, contributing to the ongoing enhancement of culturally responsive mental health services.

Key Selection Criteria

Essential

1. This is an Aboriginal identified position. Applicants must identify as an Aboriginal and/or Torres Strait Islander person. Exemption is claimed under the relevant provisions of the Equal Opportunity Act 2010 (Vic).
2. Relevant tertiary qualification in Nursing, Allied Health, Mental Health, Health Administration or a related discipline, and/or demonstrated experience working within the health, mental health or community services sector.

Desirable

3. Demonstrated experience providing culturally safe support, advocacy and care coordination for Aboriginal consumers and their families, with the ability to establish and maintain trusted relationships with Aboriginal communities and key stakeholders.
4. Demonstrated knowledge and understanding of Aboriginal cultures, histories, kinship systems, and the social, cultural and historical determinants that influence the health and social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples.
5. Sound understanding of the barriers Aboriginal people may experience when accessing mainstream health and mental health services, including the principles of cultural safety, trauma-informed care and the Social and Emotional Wellbeing framework.

6. Demonstrated ability to work collaboratively within a multidisciplinary team, building effective working relationships with medical, nursing, allied health and community service providers to achieve positive consumer outcomes.
7. Highly developed written, verbal and interpersonal communication skills, including the ability to communicate effectively with consumers, families, colleagues and external stakeholders, and maintain accurate clinical documentation.
8. Demonstrated ability to exercise sound judgement, manage competing priorities, work independently and contribute positively within a dynamic clinical environment.
9. Demonstrated organisational and administrative skills, including the ability to accurately collect and report service activity data, utilise clinical information systems and contribute to quality improvement initiatives.
10. Demonstrated ability to provide cultural guidance, advice and support to health professionals and multidisciplinary teams to promote culturally safe, responsive and respectful care for Aboriginal and Torres Strait Islander consumers

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.