

Position Description

Position Title	After Hours/Weekend Aboriginal Hospital Liaison Officer (AHLO)
Position Number	30100812
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 C2B Y1 - 7
Classification Code	XX7 – ON15
Reports to	Team Leader 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• 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](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

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 Aboriginal Hospital Liaison Officer (AHLO) role is a non-clinical position funded from the Aboriginal Cultural Safety Fixed Grant that is primarily focused providing a culturally safe journey for Aboriginal and Torres Strait Islander patients through our health service. This particular role will work after regular business hours and on weekends. The purpose of the position is to improve access and equity to health care for Aboriginal and Torres Strait Islander people outside of normal business hours with a strong focus in the Emergency Department.

This role:

- Will have a focus on patients in the Emergency Department that are at risk of leaving without treatment or prior to being seen
- Offer support to patients on wards that are at risk of discharging against medical advice
- Provides face to face, on-site assistance to Aboriginal and Torres Strait Islander patients and their families attending the Emergency Department at Bendigo Health as required.
- Works to improve First Nations patients feeling comfortable identifying within the Emergency Department for Aboriginal and Torres Strait Islander people at Bendigo Health.
- Ensures the provision of resources, information and programs for Aboriginal and Torres Strait Islander people so informed decision concerning treatment, prevention and rehabilitation can be made by the individual and family.

The role is located on the main Bendigo Hospital campus 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

Key Responsibilities

- Provide holistic and culturally safe non-clinical care (within scope) and support for Aboriginal patients and their families, including consideration of the physical, cultural, spiritual and social and emotional wellbeing needs of the patient
- Facilitate a respectful transition of patients and families through the health care system, liaising with relevant staff and community agencies to ensure a culturally safe, continuity of care for individual patients and their families.
- To work closely with the local Aboriginal Community, Aboriginal Community Controlled Health Organisations, other service providers and government departments. Engaging and developing trust with the Community is key to this position.
- Advocate and support implementation of strategies to improve services for Aboriginal people as outlined in the Improving Care for Aboriginal Patients (ICAP) guidelines, Korin Korin Balit-Djak, the National Safety and Quality Health Service Standards and the Bendigo Health Aboriginal Health, Wellbeing and Safety Plan.
- Maintain timely, effective and professional oral and written communication within Bendigo Health and with external peers, stakeholders and clients.
- Enable culturally supportive practices for Aboriginal & Torres Strait Islander patients and their families across Bendigo Health.
- Demonstrate an understanding of the factors affecting healthcare and apply this knowledge to improve services and health outcomes for Aboriginal and Torres Strait Islander people at Bendigo Health.
- Ensure information is managed in line with organisational, clinical and discipline standards.
- Demonstrate a commitment to, and responsibility for individual professional development.

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.
2. Must identify as an Aboriginal or Torres Strait Islander person
3. Experience in providing support and advocacy for Aboriginal patients and families and maintaining positive relationships with the local community.
4. A sound knowledge and understanding of Aboriginal culture, society and kinship networks in addition to being accepted by the Aboriginal community.
5. A good understanding of the barriers faced by Aboriginal people entering a mainstream health service and the challenges faced within these environments
6. Ability to work as part of a team to collaborate for the best possible outcomes for every patient referred to the AHLO, including confidence to liaise effectively with doctors, nurses, allied health professionals and external stakeholders.
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 while maintaining strict confidentiality.

Desirable

9. Willing to consider further education or training.

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.
- 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.