

# Position Description

Position Title	Maternity Aboriginal Hospital Liaison Officer (MAHLO)
Position Number	30009640
Division	Community and Public Health Services
Department	Aboriginal Services, Diversity Health Promotion
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker Y1 – Y7
Classification Code	XX7 – ON15
Reports to	Team Leader, Aboriginal Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## 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

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## **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 Aged Care, Public Health, Aboriginal and Diversity Services Division**

The Aged Care, Public Health, Aboriginal and Diversity Services Division has a primary focus on improving the health outcomes of the communities in our region. With a range of local and regional programs supporting place-based health promotion, prevention, care and support, they work collaboratively with other Divisions and regional partnerships and networks to support quality outcomes. The Division has a strong leadership role in the Loddon Mallee Region and is committed to ensuring processes are in place to deliver on our vision.

The Division provides support for the Public Health Unit, Aged Care Residential Services (268 residents) and Infection Prevention & Control. It has key roles in public health, inclusive of health promotion and prevention, Aboriginal Services and infection control practices,

In addition, Division holds the professional portfolio of Chief Nursing and Midwifery Officer. Nurses are the largest work group within Bendigo Health and the position is focused on supporting our nursing and midwifery workforce to feel valued and empowered.

## **The Aboriginal Services Diversity & Health Promotion Team**

Our team provides a unique opportunity for individuals to be a part of creating supportive environments for our patients, families, volunteers and the community so they can participate in positive wellbeing outcomes. Bendigo Health aspires to create a culturally inclusive and safe environment for all individuals who interact with our service.

### **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.

## 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 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

### 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, developing supports such as 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.

## Organisational Responsibilities

- 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.

## Generic Responsibilities

**Code of Conduct** - The Victorian Government’s Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee’s employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health’s policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health’s OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee, you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

#### Qualifications / Certificates

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 of 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 skills, including clinical documentation, interpersonal and verbal communication skills and 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.

# Mandatory Requirements

**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.

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Working with Children Check** Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**Drivers Licence** A current Victorian driver's licence is required for this position.

*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.*