POSITION DESCRIPTION – THE ALFRED

Date revised: June 2012

POSITION: Aboriginal Health Liaison Officer (AHLO)

AWARD/AGREEMENT: Health Professionals

CLASSIFICATION TITLE: Community Development Class 2A

DEPARTMENT/DIVISION: Social Work Department

ACCOUNTABLE TO: Manager – Patient & Family Services

OPERATIONALLY ACCOUNTABLE: Manager – Patient & Family Services

PROFESSIONALLY ACCOUNTABLE: Manager – Patient & Family Services

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities:

The Alfred is a major tertiary referral teaching hospital and provides a number of state-wide services.

Caulfield Hospital is a provider of a range of specialty services in the areas of community services, rehabilitation, aged care, residential care and aged mental health.

Sandringham Hospital has a strong focus on meeting the health needs of the local community.

Further information about Alfred Health is available at www.alfredhealth.org.au

POSITION SUMMARY

The Aboriginal Health & Liaison Officer (AHLO) at The Alfred will be integral to building upon initial links that Alfred Health has established with local Aboriginal elders and community providers. The person will work with other key staff in developing a strategic action framework to ensure appropriate systems are in place for culturally responsive service provision for all Aboriginal and Torres Strait Islander (ATSI) patients and their families when accessing The Alfred. The person will also provide face to face secondary consultations with patients, families and health professionals in order to improve access and care for ATSI patients. The position will identify opportunities for improving service delivery and reporting these along with contributing to building the capacity of Alfred Health staff to provide culturally safe environment for Aboriginal & Torres Strait Islander people, including staff training and support.

The AHLO will also be expected to work collaboratively with positions at Caulfield Community Health Service (CCHS) and Inner South Community Health Service (ISCHS) to develop efficient and coordinated services in response to the needs of the local ATSI community.
Key Selection Criteria

Essential:

- Relevant tertiary qualifications in Health, Disability, Education, Social Sciences, Community Development or Project Management.
- Experience working with the Aboriginal and Torres Strait Islander population.
- Demonstrated experience in designing and facilitating training programs.
- Ability to exercise professional judgement and/or seek advice and consultation, where appropriate.
- Ability to develop and foster collaborative working arrangements and strategic alliance with relevant services and organisations both internal and external.
- Ability to be adaptable and work flexibly across a variety of clinical units as required.
- Ability to be a team player, work effectively as part of a multidisciplinary team, work effectively with the Stream Leaders, stream members and the total Social Work Service.
- Excellent written and verbal communication skills.
- Skills in stakeholder engagements and networking.
- Proven ability to work autonomously, show initiative and think creatively.

Desirable:

- Hospital based work experience.
- Computer literacy.

KEY RESPONSIBILITIES

Leadership and Clinical Expertise

- Provide face to face, on-site assistance to Aboriginal and Torres Strait Islander patients and their families attending for all treatment services at The Alfred, Caulfield General Medical Centre (CGMC) and Sandringham Hospital (SDMH) as required.
- Liaise with Alfred Health staff and patients regarding treatment requirements and assist in facilitating optimal patient outcomes.
- Collect data on occasions of service, time spent etc for each contact and numbers of patients referred.
- Provide information education and strategies to staff working/treating Aboriginal patients and their families to assist in best practice outcomes.
- Provide feedback to Manager, Patient & Family Services on any issues that may affect the patient population.
- Assist the Manager, Patient & Family Services in the development of a policy and procedures to guide the services provided by Alfred Health to all ATSI patients and their families.
- Advise on strategic to improve The Alfred’s physical environment to encourage use of the service by The Alfred local ATSI community.
- Robust participation in the Alfred Health Aboriginal Advisory Committee and The Alfred Aboriginal Working Party to guide policies, procedures, training and environmentally developments.
- Assist in the planning, implementation and evaluation of health promotion strategies, with a particular focus on the ATSI community.
- Supervising and/or teaching students.

Professional Performance and Development

- Contribute to the planning and implementation of quality improvements programmes and Services aimed at providing patient centred care and improving clinical and service delivery.
- Participate in and regularly contribute to departmental in-service sessions.
- Participate in the formulation of an individual Performance and Development Plan as part of ongoing professional supervision and performance management.
- Developing and maintaining effective relationships and partnerships within and outside of Alfred Health to facilitate and promote culturally sensitive and appropriated responses to meet the needs of ATSI people.
ADMINISTRATIVE REQUIREMENTS:

- Comply with hospital and departmental policies and procedures (e.g.) staff performance management, prescribed social work documentation, supervision, attendance at team meetings, timely and accurate statistical recording.
- Undertake regular data collection, activities including monthly inputting of statistics.
- Appropriate and comprehensive handover to next day worker of casework and triage work.

OTHER DUTIES/RESPONSIBILITIES:

- Other duties as directed consistent with the employer’s skill level and classification.
- Be aware of, and work in accordance with, Hospital policies and procedures including Occupational Health and Safety, Equal Employment and Confidentiality and Social Work Department policies, also ensuring staff and/or students under direct supervision are working within these guidelines.

In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.

KEY CAPABILITIES AND VALUES

Capabilities

Capabilities for this position:

Knowledge

- Working knowledge of the hospital systems and resources.
- Information, communication and technology focused
- Effective communication and interpersonal skills; professional appearance and manner
- Commitment to ongoing professional development and continuous improvement.
- Ability to exercise professional judgement and seek advice and assistance when required/appropriate
- Able to give and receive constructive feedback
- Effective planning, problem solving, organisation and prioritisation skills

Attitude

- Customer focused
- Motivated and Enthusiastic
- Flexible and adaptive to demands of working environment
- Respectful to others, open, honest and has high integrity
- Consistently exceeds base performance requirements for the job and uses initiative
- Will contribute beyond own tasks to achieve team goals

Values

Values consistent with those of Alfred Health which are:

- Integrity
- Accountability
- Collaboration
- Knowledge
QUALIFICATIONS/EXPERIENCE REQUIRED

ACADEMIC:
Relevant tertiary qualifications in Health, Education, Social Sciences, Community Development or Project Management

PERSONAL:
Ability to work effectively in a multi-disciplinary team and with families, exhibiting initiative and facilitative qualities.

LOCATION:
This position may be required to work at any or all campuses of the Alfred Health as and when required. Primary location however, will be at The Alfred Campus. Such a requirement may be on-going, a temporary arrangement, on an ad hoc basis or a permanent change of location.

HOURS OF WORK:
Core hours are 8:30 a.m. – 5:00 p.m

Position Description authorised by: Bridget Wall

Date: June 2012