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## SA Health Job Pack

<b>Job Title</b>	Aboriginal Liaison Officer
<b>Job Number</b>	497307
<b>Applications Closing Date</b>	10 February 2012
<b>Region / Division</b>	Country Health SA Local Health Network Inc
<b>Health Service</b>	Eastern Eyre and Far North Health Service
<b>Location</b>	Whyalla Hospital and Health Service
<b>Classification</b> (i.e. RN2)	ASO3
<b>Job Status</b> - (F/T, P/T, hours negotiable)	Part Time / Temporary up to 2 years
<b>Indicative Total Remuneration*</b>	\$55,826 - \$59,771 per annum / pro rata

## Contact Details

<b>Full name</b>	Lisa Campbell
<b>Job Title</b>	Director Allied and Community Health
<b>Phone number</b>	86488501
<b>Email address</b>	Lisa.campbell@health.sa.gov.au

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✉ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✉ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants.



Government of South Australia  
SA Health



## JOB AND PERSON SPECIFICATION

Position Title: Aboriginal Liaison Officer

Country Health SA

Classification Code: ASO-3

Division: Whyalla Hospital & Health Services

Branch: Allied & Community Health

Type of Appointment:

Section: Out of Hospital Services

Ongoing

Position Number: WH0167

Temporary

Position Created: 14/12/2000

Other Term

Next Review Date: 10/06/2011

### Job & Person Specification Approval

\_\_\_\_\_  
CE or delegate

\_\_\_\_/\_\_\_\_/\_\_\_\_

### PREAMBLE:

Underpinning the Department of Health Strategic Directions are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

The Department has a “Commitment to Workplace Values” attached to Job and Person Specifications that all staff are required to uphold. *(Please refer to the back of this document).*

Australia has one of the most culturally and ethnically diverse populations in the world. Having a diverse workforce (inclusive of bi-lingual, bi-cultural and disabled employees) can enhance the department’s ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees also add to the diversity of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

## JOB SPECIFICATION

### **1. Summary of the broad purpose of the position in relation to the organisation's goals:**

To contribute to the delivery of appropriate and culturally relevant services for Aboriginal patients of the Whyalla Hospital & Health Services Inc; to form strong working relationships with relevant community groups, health professionals, organisation and agencies, particularly Aboriginal Health and community services; to assist hospital staff to work efficiently for positive health outcomes for Aboriginal patients.

### **2. Reporting / Working Relationships (To whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation)**

- Responsible to the Director of Allied & Community Health via the Team Leader Restorative Care.
- Works with other health team members, and other health professionals in the community as necessary.
- Works collaboratively with the Discharge Planning coordinator, OOHS Liaison Nurse, social worker team and welfare workers as necessary for positive patient outcomes.

### **3. Special conditions (such as non-metropolitan location, travel requirements, frequent overtime)**

- Current SA driver's licence. and a willingness to drive govt vehicles for work related purposes.
- Some out of hours work may be required for which Time off in Lieu (TOIL) can be used.
- This position is subject to the receipt of a cleared criminal history check through the Screening Unit of Department of Families and Communities, in accordance with current Country Health SA Hospital Inc. procedure and every three years thereafter.
- The incumbent will be required to strictly observe the confidentiality of information received and given.

### **4. Statement of Key Outcomes and Activities (group into major areas of responsibility/activity and list in descending order of importance. Continue on next page)**

#### **4.1 Promote equity of access for Aboriginal People to hospital services by ensuring that treatments and programs are inclusive of a social view of health and have particular regard for individual needs by:**

- Meeting with all Aboriginal patients on admission during office hours or at the earliest opportunity for after hour's admissions, and assessing and attending to their specific needs during hospitalisation.
- Contribute to and promote a two-way understanding of the need to balance Aboriginal cultural needs and health service needs and effective communication between all parties.
- Arrange interpreters where appropriate.
- Minimising the impact of the hospital environment by assisting with practical adjustments.
- Explain medical procedures to patients and accompany them if required.
- Support Aboriginal patients in understanding implications of treatment and adjustments to major life style changes due to acute/chronic medical conditions.

- Make contributions to the management of Aboriginal hospital patients' care by participating in case conferences, team and professional meetings.
- Liaise with the Department of Social Security to ensure patient's financial needs are addressed.
- Liaise with communities and organisations about issues affecting admission to the hospital.
- Liaise with local agencies and services to develop networks for continuity of care planning.
- Develop and maintain a community resource directory of Aboriginal services and organisations, in conjunction with the Community Aboriginal Health Workers.
- Encourage Aboriginal patients to take responsibility for their own health and to access a range of support services.
- In collaboration with health care agencies develop a variety of approaches to health and lifestyle information with resources that are appropriate to the needs of Aboriginal people
- Maintain appropriate client records and observe principles of client confidentiality.
- Client advocacy where appropriate.

#### **4.2 Contribute to the efficiency, effectiveness and responsiveness of health promotion, programs and services by:**

- Participating in agency planning, decision making, implementation, evaluation and review processes.
- Efficient and effective management of programs by maintaining accurate and legible client records and statistical information on activities, and by providing data and reports as required.
- Contribute to the efficiency, effectiveness and responsiveness of health promotion, programs and services by participating in agency planning, decision making, implementation, evaluation and review processes.
- Participate in the ongoing development and evaluation of appropriate service/program protocols and quality assurances activities.
- Contribute to the development and implementation of policies and service delivery that are sensitive to the identified health needs and concerns of Aboriginal people/communities, and which reflect the principles of social justice and equity by consultant participation and advocacy in appropriate forums.

#### **4.3 Team Work**

- Contribute to the effective and appropriate utilisation of Aboriginal Hospital Liaison Worker services by promoting and interpreting the role of the Aboriginal Health Liaison Worker to other health professionals, clients and the community.
- Contribute to the effective delivery of services and programs by maintaining positive working relationships within a multidisciplinary team.
- Contribute to the awareness and co-operation of health professionals, community groups and organisations, by liaison and consultation on the specific health and service needs of Aboriginal people.
- Ensure co-ordinated management of clients with the Community Aboriginal Health Workers.

#### **4.4 Contribute to the learning experience of other hospital team members, health workers in the community, and students on placement by:**

- Acting as a consultant and resource, within the scope of experience, regarding Aboriginal health issues and the special health and service needs of Aboriginal People both individually and collectively.
- Assisting with education of patients in relation to treatments and ongoing health care in the community.

#### **4.5 Ensure own safe and competent practice by:**

- Identifying and developing necessary knowledge and competencies through education/staff development/ instruction, demonstrating appropriate progress requirements of education course(s) and the ability to integrate acquired competencies with required service outcomes.
- Reporting to, maintaining appropriate communication with, seeking guidance from, and following instructions/advice given by an appointed supervisor.
- Acknowledge and complying with employer policies and protocols.
- Practicing within own area of competence and qualification in relation to the goals, objectives and activities of Whyalla Hospital & Health Service Inc.
- Developing and maintaining personal knowledge and competencies by participating in a range of performance appraisal and development activities as negotiated and agreed with supervisor.

## GENERAL

**Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination by:**

- › Complying with workplace policies and procedures
- › Comply with and have a working knowledge and understanding of the requirement of all staff employed in the Whyalla, Eastern Eyre & Far North Health Services relating to confidentiality.
- › Commitment to the continuous improvement in the provision of customer service.
- › Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- › Correctly utilising appropriate personal protective equipment.
- › Regularly participate in personal performance development reviews.
- › Participation in continuous quality improvement programs and accreditation activities.
- › Ensuring cultural sensitivity is maintained by attending and contributes to their learning in diversity of cultural awareness and cross cultural training, with a frequency to be determined as appropriate by the organisation.
- › Contributing to the development, implementation and evaluation of Primary Health Care activities in line with the principles of the Health Promotion Policy.
- › All staff will actively support and contribute to risk management by maintaining an awareness of the risks relating to their area of responsibility and accountability including the identification and reporting of such risks
- › It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation from State Records. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.
- › Contribute to the well-being of people in South Australia through participation in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- › Contribute to the promotion and implementation of the General Public Sector Management Aims, Personnel Management Standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements by:
  - being aware of the accident and work injury reporting processes;
  - understanding the importance of safety rules; and
  - attending fire, emergency and OHS&W training programmes as required

Contribute to the achievement of outcomes, as identified in the Country Health SA and Whyalla & Eastern Eyre Strategic Plan by:

- Contributing to the development and implementation of departmental strategic directions and plans.

*This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.*

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I have read the above fully and agree to all terms and conditions of employment nominated within the job description:

I have read the above fully and agree to all terms and conditions of employment nominated within the job description:

**Acknowledge by Occupant:** \_\_\_\_\_ **Date:** / /

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## PERSON SPECIFICATION

**Essential Minimum Requirements** (to those characteristics considered absolutely necessary)

**Educational/Vocational Qualifications** (include only those listed in Commissioner's Circular No. 50 Appendix 1 as an essential qualification for the specified classification group)

- Certificate in Aboriginal Primary Health Care and/or equivalent SAHC qualification

**Personal Abilities/Aptitudes/Skills** (related to the job description and expressed in a way which allows objective assessment)

- Demonstrated well developed communication skills (interpersonal, verbal and written) particularly relating to patient records.
- Demonstrated ability to work as a member of a multi-disciplinary team
- Negotiation skills
- Advocacy skills
- Demonstrated conflict resolution skills
- Ability to work with distressed clients and their families
- Time management and prioritising skills
- Ability to respond to stressful situations.
- Ability to work independently.
- Ability to work with flexibility and adaptability to change

**Experience** (including community experience)

- Appropriate life experience within the Aboriginal community.
- Demonstrated active membership of the Aboriginal Community.
- Experience in a health/hospital setting.
- Experience with bereavement, loss and grief
- Experience in the preparation and facilitation of one to one and/or group training.

**Knowledge**

- Current/and or culturally related Aboriginal health issues
- Understanding of the role of the Aboriginal Health Liaison Worker role in a tertiary health setting and its interface with other health professionals.
- Knowledge of community resources.
- An understanding of the spirit of the principles of the Premier's Safety Commitment and the legislative requirements of AS/NZS ISO 31000:2009 Risk Management standard, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- Adherence to the Code of Ethics for Public Sector Employees.

**Desirable Characteristics** (to distinguish between applicants who have met all essential requirements)

**Educational/Vocational Qualifications** (considered to be useful in carrying out the responsibilities of the position).

- Higher education in counselling, group work, specific specialties eg. Aged care, disability, chronic illness etc.

**Personal Abilities/Aptitudes/Skills**

- Ability to use a range of interview strategies effectively.
- Ability to commit to achieving satisfactory completion of an approved course of further study

**Experience**

- Counselling skills
- Group work skills
- Program Development skills
- Health Education, promotion of community development projects.

**Knowledge**

- The impact of Aboriginal people's status in society on their health and well being.

## **COMMITMENT TO WORKPLACE VALUES**

***The Department of Health values have an influence on the people we employ***

Every organisation has values that govern the way people are treated and the way decisions are made. The Department's Strategic Plan identifies the values that guide our behaviours. These behaviours apply to all employees and govern the way people in the organisation are treated, the way decisions are made and how we provide our services.

These values are used in day to day communication and interaction between all employees and are linked to the whole of government Code of Ethics, Performance Development, Job and Person Specifications and Department of Health Employment Conditions.

**Department of Health Organisational Values are:**

### **Honesty**

*We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the Department and with our consumers and partners by: saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.*

### **Respect**

*We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the Department and with our consumers and partners by: treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.*

### **Integrity**

*We show integrity by honouring our values and the rules of our department, government and nation. This is shown in our dealings within the department and with our consumers and partners by: doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.*

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I \_\_\_\_\_ have the ability and commitment to  
behave consistently with the stated values of the Department of Health.

\_\_\_\_\_  
Signature

***Please complete and return attached to your application to the nominated person***

*"The right people with the right skills in the right place at the right time"*