

POSITION DESCRIPTION

Position Title:	Aboriginal Liaison Officer
Business Unit/Department:	Wilim Berrbang – Aboriginal Health Unit
Division:	Best Experience
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Community Development Worker – Class 2B
Reports To:	Manager – Aboriginal Health Policy & Planning
Direct Reports:	N/A
Date Prepared/Updated:	7 October 2025

Position Purpose

The Aboriginal Liaison Officer (ALO) is a designated role that works with other Western Health (WH) staff to provide culturally appropriate care for Aboriginal and Torres Strait Islander consumers and families; supporting consumers to access care and have a culturally safe experience, with the aim of improved health outcomes. The ALO provides this cultural support in-line with a work prioritisation tool, which sets out the scope of duties. The ALO role carries responsibilities for effective liaison and linkages with key community-controlled health organisations including the Victorian Aboriginal Health Service (VAHS) and other Aboriginal and Torres Strait Islander health and community services, where appropriate.

The Wilim Berrbang team is a value-add service with two primary functions:

- To provide support to and advocacy on behalf of Aboriginal and Torres Strait Islander consumers, as requested by consumers themselves.
- To provide culturally specific secondary consultation to clinicians.

The ALO will be required to work at all Western Health sites, including the Dame Phyllis Frost Centre (DPFC). The ALO may be required to work on a 7-day rotating roster.

Business Unit Overview

Wilim Berrbang Aboriginal Health Service is within the Best Experience Division. The Best Experience division provides organisational leadership and services to embed an equity and inclusion lens within the day-to-day services and culture of Western Health. The division leads work on the Best Experience Framework 2024-28 and related action plans, in partnership with the People and Culture Best Experience team.

The Best Experience Services are:

- Wilim Berrbang Aboriginal Health Unit
- Consumer and Lived Experience Partnerships Team
- Disability Liaison Service
- Gender, Sex and Sexuality Liaison Service

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<p>Wilim Berrbang – Aboriginal Health Unit</p> <ul style="list-style-type: none"> • Provide support to and advocacy on behalf of Aboriginal and Torres Strait Islander consumers, as requested by consumers themselves. • Provide culturally specific secondary consultation to clinicians. • Support service improvement activities with an Aboriginal and Torres Strait Islander self-determination lens • Drive improvements and delivery of the Aboriginal Cultural Safety Plan <p>Consumer and Lived Experience Partnerships Team</p> <ul style="list-style-type: none"> • Oversees consumer advisor recruitment, training, support, and engagement. • Trains and guides staff on best practice consumer engagement strategies to improve quality, safety, and health outcomes. • Builds partnerships with local communities/organisations to ensure diverse consumer voices. • Leads Western Health's response to NSQHS Standard: <i>Partnering with Consumers</i>. • Includes our Lived Experience Advisor workforce <p>Disability Liaison Service</p> <ul style="list-style-type: none"> • Provides disability-specific support for patient navigation and reasonable adjustments. • Offers secondary clinical consultation and expert advice. • Advocates on systemic barriers to access • Drive service improvements aligned with the Disability and Neurodiversity Action and Inclusion Plan • Delivers education and training on disability inclusion. <p>Gender, Sex and Sexuality Liaison Service</p> <ul style="list-style-type: none"> • Provides clinical and peer support for consumers of diverse sexualities, genders and people with innate variations of sex characteristics. • Offers peer support for the workforce. • Drives service improvements aligned with the Health and Wellbeing Equality Index and our Gender Equality Action Plan • Builds workforce capacity in LGBTIQA+ affirming practice.
<p>Key Role Responsibilities</p> <p>Consumer Focused:</p> <ul style="list-style-type: none"> • Assist and support Aboriginal and Torres Strait Islander consumers through advocacy, liaison and support throughout their engagement with Western Health including inpatient, outpatient and maternity services. • Assist consumers with referrals to internal and external services. • Assist in the planning, implementation and evaluation of health promotion strategies, with focus on the Aboriginal and Torres Strait Islander communities • Work in liaison with the Best Experience Clinicians and Navigators, and the multidisciplinary team more generally. <p>Workforce and Cultural Safety:</p> <ul style="list-style-type: none"> • Provide information, and strategies to staff about the most effective ways of working in partnership with Aboriginal and Torres Strait Islander consumers and families • Contribute and participate in the organisation of significant cultural events for staff, consumers and stakeholders (such as and NAIDOC Week). • Support completion of Culturally Safety Audits across Western Health. • Provide information and education about the Wilim Berrbang service • Perform other duties as directed. <p>General:</p> <ul style="list-style-type: none"> • Demonstrate a commitment to the patient 'Charter of Healthcare Rights' • Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards

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- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to consumers and colleagues
- Comply with all Western Health policies and procedures
- Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with consumers, other staff and service providers
- Develop and maintain working relationships with relevant community organisations and stakeholders.
- Attend and participate at relevant team/service meetings
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Professionally represent Western Health at external forum and events.
- Participate and represent the service (in consultation with senior staff) at relevant committees, working groups and meetings as requested.
- Contribute to monitoring service delivery and measuring outcomes, for instance reporting to Department of Health and WH Aboriginal Health Steering Committee.
- Support with ensuring key performance indicators (KPIs) and program milestones are achieved by undertaking regular data collection activities including monthly inputting of statistics
- Assist with development and evaluation of procedures and guidelines
- Participate in planning for services for the team
- Work at any of the Western Health sites as directed including Dame Phyllis Frost Centre (DPFC), in accordance with business and organisational demands and priorities.
- Willingness to work across a 7-day roster

In addition to the key responsibilities specific to your role, you are required to deliver on the [WH AH Capability Framework](#) and the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Manager, Aboriginal Health, Policy and Planning
- Aboriginal Health Team Leader DPFC, Wilim Berrbang
- Cultural Safety and Best Experience Training Manager
- Wilim Berrbang staff
- Director, Best Experience
- Best Experience Clinicians and Navigators
- Director of Nursing and Midwifery
- Nurse/Midwife Unit Managers
- Other Western Health teams and staff as required

External:

- Aboriginal and Torres Strait Islander consumers and families
- Mental Health Services (Forensicare)
- DHHS
- VACCHO
- VAHS
- Commonwealth Department of Health and Ageing
- Commonwealth Department of Education, Employment and Work Relations
- Community based services and stakeholders
- Primary Health Network
- Local Councils
- Aboriginal Health Unit – Justice Health
- Consumers and their family/carers
- Key community organisations
- Department of Health
- Corrections Victoria

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- Department of Justice & Community Safety
- Corrections Victoria
- Justice Health

Selection Criteria

Essential:

- Identify as and have evidence of being Aboriginal and/or Torres Strait Islander
- Ability to engage the Aboriginal and/or Torres Strait Islander Communities.
- An understanding of Aboriginal and/or Torres Strait Islander health issues, systems and policies at the local, state and federal level.
- Demonstrated commitment and capability to make a positive difference in Aboriginal and/or Torres Strait Islander health and wellbeing.
- Have a sound knowledge and understanding of Aboriginal and/or Torres Strait Islander Culture, society and kinship networks.
- The ability to work as a member of a team with a range of community and professional groups.
- Ability to work autonomously within a variety of settings.
- Well-developed interpersonal and communication skills, both written and verbal.
- Computer Literacy.
- Current Drivers Licence.
- Current Victorian Working with Children Check
- Commitment to the Western Health values of Compassion, Accountability, Respect, Excellence, and Safety.

Desirable:

- Experience in the area relevant to the position
- Appropriate recognised qualification and registration if relevant with the appropriate body

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- 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 Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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