



Puntukurnu Aboriginal Medical Service

Job Description Form (JDF)

Position Title:	Aboriginal Liaison Officer
Reporting To:	Clinical Manager – Newman Clinic
Award:	<i>Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Award Classification:	Administrative Grade 3
Hours:	1.0 FTE 75 Hours per Fortnight
Direct Reports:	Nil
Effective Date :	23 rd July 2020
Review Date:	23 rd July 2021

Position Overview

The Aboriginal Liaison Officer reports to and is accountable to the Clinical Manager – Newman Clinic and contributes to the delivery of appropriate and culturally relevant services for the Martu people. The occupant of this position is responsible for forming strong working relationships with relevant community groups, health professionals, organisations and agencies to assist clients of the Puntukurnu Aboriginal Medical Service.

The position is responsible for developing and implementing culturally appropriate marketing and community engagement strategies to actively increase awareness, access to and uptake of health services with the aim of the best possible health outcomes for the Martu people in the Newman area. The role entails service delivery from designated primary clinic locations and outreach services as required.

Position Responsibilities

- Provide a link between Aboriginal clients and health service staff in accordance with PAMS policies and guidelines.
- Liaise and work with the Executive Management Team, as and when directed.
- Liaise with community based service agencies (government and non-government) on behalf of Aboriginal clients and their families.
- Assist patients and health staff to explain importance of specialist appointments and encourage attendance.

- Assist health service staff and Aboriginal clients and their families to increase understanding of cultural issues and provide information about the health system.
- Contact relatives or support persons for Aboriginal clients as required.
- Consult with Aboriginal clients and their families regarding their health access needs.
- Maintain appropriate knowledge of available community based services.
- Participate in multidisciplinary meetings as required.
- Provide management with Aboriginal clients' complaints and feedback to enable service improvement to Aboriginal clients.
- In conjunction with Clinical Manager – Newman Clinic, maintain a recall system for clients requiring specialist or multiple health reviews and arrange attendance.
- Establish and maintain effective networks throughout local Aboriginal and Torres Strait Islander communities.
- Develop a structured work plan outlining key activities, timeframes and targets.
- Continually monitor and implement key engagement strategies.
- Develop and implement culturally appropriate strategies to promote knowledge, awareness and uptake of comprehensive primary health care services.
- Research and identify local community demographics and social networks.
- Maintain a database of key local contacts, networks and organisations.
- Participate in health promotion activities including supporting health promotional visits to local community groups, schools, sporting groups, social service agencies and others, promoting Puntukurnu Aboriginal Medical Service and its programs and providing practical information and advice.
- Actively identify and encourage potential new clients to engage with the service.
- Work with existing clients to encourage active uptake and adherence to recalls.
- Represent PAMS by participating in cultural trips and camping activities, in partnership with internal and external stakeholders.
- Champion cultural safety principles and provide cultural perspective to all PAMS team members to ensure culturally safe practices are adhered to.

The occupant of this position is expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health & Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

General Responsibilities

1. Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values.
2. Comply with all organisational policies and procedures.

3. Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture.
4. Attend and participate in professional development activities including workshops and training as required.
5. Actively participate in continual quality improvement and the organisation's quality management system.
6. Comply with all applicable legislation including duty of care laws, professional standards, anti-discrimination, bullying and sexual harassment legislation
7. Attend and participate in Employee Development Days.
8. Participate and comply with all Work Health & Safety responsibilities as per the *Occupational Safety and Health Act 1984* (WA).
9. Identify and assist to reduce Work Health & Safety hazards and risks.
10. Follow the reasonable direction of Work Health & Safety representatives.

SELECTION CRITERIA

ESSENTIAL:

- Aboriginality is an essential criterion and is provided for in accordance with section 50(d) of the *Equal Opportunity Act 1984* (WA).
- Knowledge and understanding of the Aboriginal Community Controlled Health Sector.
- Demonstrated experience in coordinating and managing health related projects or programs.
- Demonstrated ability to uphold the principles of cultural safety including an ability to communicate effectively and sensitively with Aboriginal people.
- A demonstrated understanding of the unique issues affecting and impacting on the health and wellbeing of Aboriginal people.
- Sound written and oral communication skills.
- Strong organisational and time management skills along with an ability to adapt to changing needs and be able to problem solve.
- Ability to work as part of a multidisciplinary team, as well as independently when required.
- Demonstrated ability to liaise, network and build relationships with a sectors of the health industry i.e. Hospitals, visiting specialists, clinical staff.

DESIRABLE:

- Sound working knowledge of computer software packages, including Communicare.
- An understanding and a commitment to the principles of Primary Health Care and Community Development.

APPOINTMENT FACTORS

Location: Based in Newman.	Accommodation: Nil
Allowances/Conditions: <ul style="list-style-type: none">• Employment is conditional pending the outcome of the Federal Police Clearance, WA Working with Children Check and where required comply with legislative checks• Unencumbered 'C' class Manual Driver's Licence	Specialised Equipment Operated: Ability and willingness to drive 4WD vehicles

ACKNOWLEDGEMENT

As occupant of the position I have noted the statement of duties and responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date