

Position Title: **Aboriginal Mental Health Liaison Officer**

Directorate: Community & Aged Care

Program: Grampians Mental Health & Wellbeing Service

Professionally reports to: Aboriginal Health Liaison
(and relevant Professional Lead)

Operationally reports to: Deputy Operations Director, Active Recovery

Appointment Terms/Conditions:

Classification and Code: **Community Development Worker Class 2A**

Enterprise Agreement: Victorian Public Mental Health Services Enterprise Agreement 2024-2028

Time Fraction: Full-time 40 hours per week inclusive monthly ADO (Job-share will be considered).

Employment Type: Permanent

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Aboriginal Mental Health Liaison Officer (Aboriginal MHLO) – Adults & Older Adults is based at Grampians Mental Health and Wellbeing Services (GMHWS) and is an Aboriginal and Torres Strait Islander identified role.

Collaborating with the Infant, Child, Youth Aboriginal Mental Health Liaison Officer, Aboriginal Health Liaison Office, all Mental Health Teams, and Aboriginal Community Organisations, you will work with Aboriginal and Torres Strait Island people to improve their mental health and wellbeing.

The role includes the essential functions of engaging people and their families, working alongside mental health clinicians and contributing a vital role to culturally sensitive care.

The role will promote partnerships and relationship building between GMHWS and Aboriginal community-controlled organisations, and other services in the planning and delivery of health care for Aboriginal adults and older adults.

The role will further contribute to the identification of service gaps and systemic issues that impact upon service access for Aboriginal and Torres Strait Islander consumers, their community. Support the implementation of strategies to address the identified gaps.

The role will be well supported with operational as well as cultural supervision.

The position works across the Grampians Region, including Ballarat, Ararat, Stawell and Horsham.

KEY ACCOUNTABILITIES

Service delivery

- To provide a range of support activities to Aboriginal and Torres Strait Islander consumers aged 26 and over (and younger people where service is needed) within the relevant Community and Bed Based Teams of Mental Health & Wellbeing Services to ensure the development of culturally sensitive treatment and care
- To act as a link between the Mental Health service and consumers, carers, families and supporters in providing orientation, explanation and information where required
- To assist the consumer, carers, families and supporters to communicate their views and needs to the care delivery team.
- To assist the treating team to develop a care plan, which provides service in the most culturally sensitive manner possible
- In consultation with the Treating Team, including Consultant Psychiatrist, to provide on-going Social and Emotional Wellbeing and practical support to consumers, carers, families and supporters in relation to meeting the goals of the care plan
- To liaise, both formally and informally, with consumers, health programs, carers and families and agencies involved in the provision of Aboriginal and Torres Strait Islander health and cultural services in order to maintain strong links and communication channels.
- To work with team and program managers to improve staff awareness of cultural needs, including through identification and supporting delivery of appropriate training and education.

-To take part in the development of policies, procedures and service planning.

Professional Development

- Active participation in opportunities for reflection and learning with the Aboriginal Health Liaison Team.
- Undertake core competencies and training as prescribed by GMHWS.
- Undertake additional training, education and professional knowledge and skills development programs as identified in Performance Development Reviews.
- Establish and maintain effective and appropriate interagency professional relationships via education and consultation to enhance the development of the workforce and promote collaborative care planning with relevant agencies for people consistent with GMHWS policies, procedures and professional standards.
- Active participation in the Multidisciplinary Team

Team Work

- To actively and effectively work within a multidisciplinary team and contribute to the expertise of the multidisciplinary team.
- To regularly meet with the broader AHLO Team for consultation regarding care and support decision making.
- To regularly undertake supervision.
- To establish and maintain effective and appropriate interagency professional relationships via regular liaison and consultation, to ensure an integrated seamless service provision to people and their families who require a multiple service response.
- Participate in the provision of services through GMHWS as part of a regional response within the Grampians region.

Administration

- To maintain statistics and records reflecting the expectations and required standards consistent with GMHWS policies, procedures and discipline-specific standards.
- Maintain computer literacy skills to a level necessary to fulfil the function of the role.

Quality Improvement

- To actively participate in service improvement activities as part of a total and continual quality improvement process.
- To participate, as appropriate, in GMHWS committees, working parties, focus groups and other subgroups relevant to the continuous development of the service.
- To participate in relevant research projects as required.

KEY SELECTION CRITERIA

Please consider applying if you have experience working with Aboriginal communities in the delivery of:

- social and emotional wellbeing programs or mental health services, or Aboriginal health programs or
- community services

- or community engagement programs or activities.

Qualifications (desirable)

- Preference for a relevant qualification or equivalent training in the health, social welfare, or related field (but not mandatory),
for example:
 - Certificate IV in Mental Health
 - Certificate III or IV in Aboriginal and/or Torres Strait Islander Primary Health Care
 - Diploma of Aboriginal and/or Torres Strait Islander Primary Health Care and/or Practice
 - Diploma of Community Services

Professional Knowledge and Skills

- Experience working with Aboriginal and Torres Strait Islander communities.
- Experience in, and a thorough understanding of, the cultural issues that may impact local Aboriginal and Torres Strait Islander communities.
- The ability to work effectively with the local Aboriginal and Torres Strait Islander communities and mainstream services.
- Understanding of the requirements for confidentiality of people who are or have been receiving mental health and wellbeing services.
- An ability to work as part of a team as well as independently.
- Excellent communication skills with a broad range of people including consumers, carers, professionals, and the general community.
- Well-developed written, verbal, and interpersonal skills.
- Good problem solving and conflict resolution skills and a willingness to identify and work through issues.
- Understands their own capabilities and ability to express concerns and needs in the workplace.
- Understands how prejudice and unconscious bias can affect community accessing mental health and wellbeing services.

Work Environment

- Demonstrate effective communication and interpersonal skills; the ability to develop and maintain effective working relationships with clients, families, significant others, colleagues and other health service providers.
- A current Victorian Driver's Licence.

Personal attributes

Be of Aboriginal and/or Torres Strait Islander descent and be accepted by the Aboriginal community. See section 12 (1) of the equal opportunity act 2010 (VIC).¹

- Committed to improving access and safety of Aboriginal and Torres Strait Islander people in Victorian hospitals and mental health services.
- Understands the fundamental issues Aboriginal and Torres Strait Islander people experience regarding their mental health and wellbeing.

¹ https://content.legislation.vic.gov.au/sites/default/files/a78c5c99-1d8f-3da8-bbf6-427869cd797a_10-16a020.docx

- Understands indications and strategies for Aboriginal and Torres Strait Islander which support good mental health and wellbeing.

Has a community focus: links community members, families, and carers with people with other areas (as appropriate), monitors community satisfaction; constructively deals with issues identified by community, families, and carers.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect 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 socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.