

POSITION DESCRIPTION

Position Title:	Emergency Department Aboriginal Liaison Officer
Business Unit/Division:	Narrun Wilip-giin (NWG) Aboriginal Support Unit
Award Agreement:	10 Admin Officers
Classification:	HS3
Employment Type:	Part Time 32 hours Per Week Shift 12.30 pm – 9.00 pm
Reports to:	Manager Narrun Wilip-giin (NWG) Aboriginal Support Unit
Date Prepared/Updated:	October 2025

General Role Statement:

The Emergency Department Aboriginal Hospital Liaison Officer (ED ALO) helps the health service provide culturally appropriate health care to the Aboriginal and Torres Strait Islander community attending Emergency Department.

The ED ALO provides support for Aboriginal patients and their families to facilitate health care treatment, and plays an important role in the development and implementation of the Aboriginal Cultural Safety Plan (ACSP).

ORGANISATIONAL OVERVIEW

Introduction

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

ROLE STATEMENT

The Emergency Department Aboriginal Hospital Liaison Officer (ED ALO) plays a vital role in ensuring the delivery of culturally safe and appropriate healthcare services to Aboriginal and Torres Strait Islander patients within the Emergency Department.

The ED ALO provides culturally responsive support to Aboriginal patients and their families, helping to facilitate access to healthcare and improve the overall patient experience. This role also contributes to strengthening relationships between the health service and Aboriginal and Torres Strait Islander communities, advocating for improved health outcomes and promoting culturally informed care practices across the service.

In Accordance with the Equal Opportunity Act (2010) this position is only open to applicants of Aboriginal and/or Torres Strait islander descent.

All employees:**Quality, Safety, Risk and Continuous Improvement**

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.

- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership

- Works collaboratively with the Manager and NWG Director to develop and maintain the systems, processes and projects required to ensure professional, efficient, effective and responsive operation of Northern Health Narrun Wilip-giin.
- Provides advice on NWG matters, contributes to Northern Health working groups and committees.
- Demonstrates professional and effective communication and interpersonal skills, and works collaboratively with colleagues and staff to maintain a positive and productive work environment. Negotiates effectively to resolve conflict, and is exemplary in the leadership and observance of Northern Health values.

Strategic and Project Management Leadership

- Attends relevant training in consultation with line manager.
- Adheres to the established boundaries of the ALO role.
- Consults with the Manager and NWG Director where issues arise.
- Maintains organisational accountability requirements as laid out in relevant policies and procedures.
- Regularly attends team meeting supervision and uses this for support and education. Works with Line Manager to identify and address learning needs. Participates in annual performance development review.

Organisation-Wide Contribution

- Provides cultural support and contact to Aboriginal patients attending Northern Health services, to their families and/ or significant others.
- Identifies Aboriginal patients using daily reports. Initiates contact in the Emergency Department. Receives referrals from staff within the health service, from patients and/or their families, or community agencies, and responds in a timely way.
- Assesses basic care needs of patients and engages with families and carers. Assists patients and their families in relation to hospital procedures and treatment.
- Assists patients and families to access resources to help them manage the hospital stay. Liaises and works effectively within the Aboriginal community and other services to facilitate care planning, discharge arrangements and continuity of care. Assists members of the Aboriginal community to access all Northern Health services

Diversity and Inclusion

- Supports the development and implementation of the ACSP. Liaises with Aboriginal community groups, consumers, and government institutions to inform Northern Health strategy, and formation of community partnerships.

Innovation and Culture Change

- Attends educational sessions and other relevant training in consultation with line manager.

SELECTION CRITERIA

Qualifications, Registrations and Qualities**Essential**

- Identified Aboriginal and Torres Strait Islander position. NB applicant's race is a genuine occupational qualification and is authorised by Section 14d of the New South Wales Anti-Discrimination Act 1977 and the Equal Opportunity Act 2010 Special measures section.
- Sound knowledge and understanding of Aboriginal culture society and kinship networks as well as the ability to communicate with and be accepted by the local Aboriginal community.
- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.
- **All Key Personnel under the *Aged Care Act 1997* and related legislation, must complete an annual Key Personnel Suitability Assessment, notify MyChecks@nh.org.au within 14 days of any change in their suitability circumstances, and provide Northern Health with required documentation (e.g. police checks, statutory declarations) to support ongoing record-keeping obligations – added is if required from front page**

Experience

- Experience working with Aboriginal people, families and children
- Experience working within the health sector.

Knowledge, Skills and Behaviours

- Demonstrated awareness of and sensitivity to Aboriginal culture and history, and current issues affecting Aboriginal people.
- High level of skills in the provision in the support and advocacy to Aboriginal and Torres Strait Islander People
- Experienced working in community development, health or support type roles
- Ability to work within the established boundaries of the role, observe and set appropriate limits
- Ability to manage time effectively, to work with autonomy and under direction in a fast-paced environment
- Demonstrated computer skills and ability to maintain accurate records, collect statistical data, and provide reports to management as required
- Excellent written and spoken communication skills, and ability to communicate with a range of stakeholders
- Ability to foster cultural safety in day to day contact with hospital staff

- Ability to make appropriate referrals to relevant services
- Ensure maintenance of privacy and confidentiality in relation to client information
- A dedicated and motivated individual

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature:

Date: