

Job Description	Aboriginal Liaison & Outreach Officer
Division:	Gascoyne Outreach Service
Reports to:	Clinical Operations Manager
Direct Reports:	NIL
Award / Agreements	Common Law Contract of Employment NES Fair Work Conditions
Approved by CEO	Endorsed by CEO (Deborah Woods) – 21/07/2021 Updated & Endorsed by CEO – 24/08/2022

1. MISSION STATEMENT

GRAMS mission is to provide high quality and progressive health care to Aboriginal people.

2. POSITION PURPOSE

The Aboriginal Liaison & Outreach Officer is responsible to the delivery of appropriate and culturally relevant services to the Aboriginal communities in the Gascoyne region of WA. The occupant of this position will be responsible for forming strong working relationships with relevant community groups, health professionals, organisations and agencies to assist the clients of the Gascoyne Outreach Service (GOS) to access multidisciplinary treatment of chronic disease.

The occupant of this position will be 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, Customer Focus and Confidentiality throughout the course of their duties.

3. KEY CUSTOMER AND STAKEHOLDER RELATIONSHIPS

EXTERNAL

- Liaises with a variety of government agencies, stakeholder representative groups and community groups.

INTERNAL

- Maintains close working relationships with other officers and team members of GRAMS.
- Given the range of tasks, this position has contact with most Aboriginal Community members.

4. RESPONSIBILITIES OF THIS POSITION

Key Result Area	Position Responsibilities
CLINIC	– Encourage and assist Aboriginal people to access health care services relevant to their needs. – Provide a link between Aboriginal clients and health service staff in accordance with Geraldton Regional Aboriginal Medical Service

	(GRAMS) policies and guidelines. – Promote culturally appropriate models of practice and service delivery. – Support and advocate for Aboriginal people to allow them to make informed decisions about their own care with special emphasis on the area of chronic diabetes, cardiology or respiratory conditions. – Increase the access and retention of Aboriginal people in services and programs provided by the Midwest and Gascoyne health care agencies. – Facilitate for the improved social and emotional wellbeing of Aboriginal clients in the care of Midwest and Gascoyne health care agencies. – Liaise with community-based service agencies (government and non-government) on behalf of Aboriginal clients and their families. – Maintain appropriate knowledge of available community-based services. – Work with GOS staff and relevant health services to identify all client travel requirements. – Investigate the use of technology such as Telehealth to assist with client access and continuity of care. – Escort Aboriginal clients to appointments as required. – Act as back-up relief driver/lunch time transport when required. – Improve the awareness and correct use of medications by Aboriginal clients.
COMMUNICATION	– Assist clients and health staff to explain importance of specialists' 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. – Develop and maintain partnerships with Midwest and Gascoyne health providers. – Promote to all Midwest and Gascoyne health care agencies an

	understanding of Aboriginal culture and issues as they pertain to health care. – Consult with Aboriginal communities to ensure the cultural appropriateness and relevance of the liaison service provided. – Contact relatives or support persons for Aboriginal clients as required.
COORDINATION	– Improve the coordination of client care between the Midwest and Gascoyne communities, primary health providers, hospitals and GOS. – Ensure that the continuity of care is well coordinated between the hospital and primary settings.
REPORTING / EVALUATION	– Ensure reports, documentation and statistics are prepared to GRAMS GOS and funder requirements. – Identify and develop opportunities to improve the liaison service using data and information gathered.
PROFESSIONAL DEVELOPMENT	– Uses self-assessment and peer review to regularly assess own competence. – Participates in performance management using the GRAMS Performance Appraisal Process. – Maintains skills in CPR and other relevant first aid as required.
OTHER	– Perform other duties as required or requested by GRAMS CEO or manager. – Participates in continuous quality improvement activities and applies quality improvement principles to all duties performed. – Attends workshops and training as required. – Attend and participate in Staff Development Days. – Identify and assist to reduce Work Health & Safety hazards and risks. – Follow the reasonable direction of Work Health & Safety representatives. – Contribute to the achievement of the objectives of GRAMS by providing a positive work environment.

5. COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake the role.

JOB SPECIFIC COMPETENCIES

General skills, experience and knowledge

ESSENTIAL:

- Knowledge and understanding of the Aboriginal Community Controlled Health Sector.
- Possess and understanding of the principles of primary health care with a special emphasis on chronic disease.
- Possess knowledge of the Aboriginal culture, health and related issues that impact on Aboriginal people of the Midwest and Gascoyne regions.
- Demonstrated ability to plan, develop, implement, and evaluate programs related to the patient journey.
- Demonstrated ability to communicate effectively and sensitively with Aboriginal people.
- Excellent written and verbal communication skills.
- Strong 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 sections of the health industry.

DESIRABLE

- Ability to use initiative to solve problems without direct supervision.
- Demonstrated ability to use computer based client record system (Communicare).

PRACTICE REQUIREMENTS

- You need to obtain a Police Clearance.
- A current Working with Children Clearance or able to obtain one.
- A current unrestricted vehicle driver's license.
- You can be tested for having used drugs at any time.

I certify that I have read and understood the responsibilities assigned to this position.

Name	
Signature	
Date	