



## Aboriginal and Torres Strait Islander Talent Pool

The CHQ Aboriginal and Torres Strait Islander Talent Pool aims to increase the employment opportunities and workforce representation, valuing the unique perspectives, skills, and experiences of Aboriginal and Torres Strait Islander peoples.

### Role Description – Indigenous Hospital Liaison Officer

<b>Job Ad Reference</b>	H23CHQ513140	<b>Classification</b>	AO4
<b>Role title</b>	Indigenous Hospital Liaison Officer - <i>Identified</i>	<b>Salary</b>	\$44.47 - \$49.00 per hour (temporary) \$54.70 - \$60.27 per hour (casual)
<b>Status</b>	Temporary full time Temporary part time Casual	<b>Closing date</b>	Ongoing
<b>Unit/Branch</b>	Children's Health Queensland Hospital and Health Service		
<b>Division/ Hospital and Health Service</b>	Children's Health Queensland Hospital and Health Service	<b>Contact Name</b>	CHQ Footprints Program
<b>Location</b>	Brisbane	<b>Contact Number</b>	CHQ_footprints@health.qld.gov.au

**Under s105 of the Anti-Discrimination Act 1991, equal opportunity measure exemption states a person may do an act to promote equal opportunity for a group of people with an attribute (such as race) if the purpose of the act is not inconsistent with the Anti-Discrimination Act 1991.**

### About Children's Health Queensland Hospital and Health Service

Children's Health Queensland Hospital and Health Service (CHQ HHS) is a recognised leader in paediatric healthcare, teaching and research. With a dedicated Interprofessional team of more than 4,500 people, our point of difference is in the way we provide comprehensive care to children, young people and their families every day. This is through our steadfast commitment to providing person-centred care at every level of our service and our continuous drive for service and operational excellence.

#### Our Vision

Leading life-changing care for children and young people - for a healthier tomorrow.

#### Our Purpose

To improve the health and wellbeing of children and young people through world-class care, research, advocacy and leadership.

#### Our Values

**Respect** – teamwork, listening, support - *We listen to others*

**Integrity** – trust, honesty, accountability - *We do the right thing*

**Care** – compassion, safety, excellence - *We look after each other*

**Imagination** – creativity, innovation, research - *We dream big*

For further information please visit the [CHQ HHS](#) website.

## Your Opportunity

The purpose of this position is to provide assistance and support to Aboriginal and Torres Strait Islander patients, families and carers across CHQ HHS during their patient journey including inpatient and outpatient supports.

The Indigenous Hospital Liaison Officers work collaboratively with the broader multi-disciplinary teams to ensure the provision of appropriate and culturally sensitive services which contribute to improved health outcomes and the reduction of health inequalities for Aboriginal and Torres Strait Islander people.

## Your Role and Responsibilities

You will fulfil the accountabilities of this role in accordance with the CHQ HHS core values and as outlined below.

- Facilitate and encourage Aboriginal and Torres Strait Islander participation at CHQ
- Prioritise and provide support services to Aboriginal and Torres Strait Islander patients and their families to facilitate their navigation through the health care system by:
  - mobilising family and community resources, and
  - assisting in discharge planning
  - Providing reassurance to patients throughout admission
- Advocate on behalf of Aboriginal and Torres Strait Islander patients, families and carers and attend to their needs by providing cultural comfort and support, through the provision of culturally appropriate and clinically relevant advice and liaison services.
- Assist with the interpretation of medical terms and treatment options as a collaborative approach with clinical staff and health workers.
- Liaise with Aboriginal and Torres Strait Islander patients, families, and carers and support them with strengthening their healthcare journey and promoting health literacy.
- Liaise and work with internal and external services to assist patients to connect to services.
- Support access to culturally safe care and promote cultural awareness by education of staff and development of internal and external partnerships that support patient care.
- Act as a Service representative on Aboriginal and Torres Strait Islander Health committees as required.
- Actively contribute to maintaining a safe workplace that values the health and safety of co-workers, clients, or visitors. Assist in the design, implementation and evaluation of strategies and actions that contribute to the development of a hospital climate that is safe and welcoming for Aboriginal and Torres Strait Islander peoples and supports them if they wish to identify as being of Aboriginal and/or Torres Strait Islander origin.
- Maintain accurate and timely client related documentation, reports, and data collection in accordance with established guidelines.
- Follow defined service quality standards, occupational health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services, and workplaces.
- Commitment and contribution to Aboriginal and Torres Strait Islander health equity reform, to Close the Gap by 2033, as underpinned by the CHQ Aboriginal and Torres Strait Islander Health Equity Strategy 2022 – 2025.
- Actively contribute to developing and maintaining a culture where staff are vigilant to risks to themselves, their co-workers, clients, or visitors (including health and safety, business and operational risks).

## Position Reports To

- Director, Social Work, CHQ HHS

## Staffing and Budgetary Responsibilities

- Nil

## Qualifications/Professional Registration/Other Requirements

- To perform this role, it is essential that the person who holds the position be an Aboriginal or Torres Strait Islander person. It is therefore a genuine occupational requirement under section 25 of the Anti-Discrimination Act 1991 the applications are Aboriginal or Torres Strait Islander. An Aboriginal and/or Torres Strait Islander person is a person who:
  - identifies as an Aboriginal and/or Torres Islander person; and
  - is of Aboriginal and/or Torres Islander descent;
  - and is accepted as an Aboriginal and/or Torres Strait Islander person by the Aboriginal and/or Torres Strait Islander community in which he or she lives.
- A Certificate IV in Aboriginal and/or Torres Strait Islander Health Work, Primary Health Care (PHC) or equivalent would be considered highly desirable.
  - Queensland Health has a pre-engagement screening policy that is another step towards protecting patients, employees and the wider community.
- Hepatitis B vaccination or proof that you are not susceptible to hepatitis B is a condition of employment for all staff that will have direct contact with patients of who in the course of their work may be exposed to bodily fluids/blood or contaminated sharps.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
  - measles, mumps, rubella (MMR)
  - varicella (chicken pox)
  - pertussis (whooping cough)
  - hepatitis B
  - tuberculosis
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against COVID-19 ([Health Employment Directive No. 12/21](#) and [Queensland Health Human Resources Policy B70](#)).
- Prior to any offer of employment being made, you will need to provide evidence of vaccination or proof that you are not susceptible to these vaccine preventable diseases. (relevant to HHS)

## How will you be assessed?

You will be assessed on your ability to demonstrate the following key attributes against our [values](#). Within the context of the **'Your Role and Responsibilities'** described above; the ideal applicant will be able to demonstrate the following:

- Proven ability to work effectively with Aboriginal and Torres Strait Islander peoples (including patients, carers and communities) within a health-related context, and with a clear understanding of contemporary Aboriginal and Torres Strait Islander cultures, protocols and health related procedures.
- Demonstrated ability to communicate effectively (both written and verbally), including preparing complex reports. The proven ability to respond directly to concerns of patients, carers and family members in an appropriate manner.

- Proven ability to acquire knowledge of quality improvement processes and critical skills to facilitate the integration of Aboriginal and Torres Strait Islander needs and perspectives within tertiary paediatric hospital contexts.
- Demonstrated analytical, problem-solving skills and ability to conduct cultural assessment around issues affecting Aboriginal and/or Torres Strait Islander families.
- Evidence of applied skills, knowledge and principles that support effective participation in teams and services.
- Demonstrated ability to actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, occupational health and safety, and ethical behaviour.

## Your Application

Please provide the following information for the Selection Panel to assess your suitability:

1. **A written response of no more than 2 pages** addressing your ability to meet the requirements of the role listed under 'How will you be assessed?' and within the context of the 'role and responsibilities'.
2. **Your current CV or resume**, including two referees that can attest to your performance and conduct in the workplace. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.

## Additional Information for Applicants

- For details regarding salary information, leave entitlements, flexible working arrangements and other benefits please refer to the attached Applicant Information and Guide or visit the [Queensland Health website](#).
- All relevant health professionals (including registered nurses and medical officers) who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Children, Youth Justice and Multicultural Affairs.
- Pre-employment screening, including criminal history and disciplinary history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card.
- Employees who are permanently appointed to CHQ HHS may be required to undertake a period of probation appropriate to the appointment.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#)
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in [Section 571 of the Workers' Compensation and Rehabilitation Act 2003](#).
- Hepatitis B vaccination or proof that you are not susceptible to hepatitis B is a condition of employment for all staff that will have direct contact with patients of who in the course of their work may be exposed to bodily fluids/blood or contaminated sharps.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
  - measles, mumps, rubella (MMR)
  - varicella (chicken pox)
  - pertussis (whooping cough)

- hepatitis B
- tuberculosis
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against COVID-19 ([Health Employment Directive No. 12/21](#) and [Queensland Health Human Resources Policy B70](#)).
- Prior to any offer of employment being made, you will need to provide evidence of vaccination or proof that you are not susceptible to these vaccine preventable diseases. (relevant to HHS)

**NOTE** that subsequent evidence must be provided of future vaccination in respect of pertussis (whooping cough) as recommended in *The Australian Immunisation Handbook*.

- Travel may be a requirement.
- Applications will remain current for 12 months and may be considered for other vacancies which may include an alternative employment basis (temporary, full time, part time).