

# Role description

## Mackay Hospital and Health Service

### Role details

<b>Job ad reference</b>	QLD/574268	<b>Classification</b>	AO6
<b>Role title</b>	Cultural Liaison Officer – Australian South Sea Islander (Female)	<b>Salary</b>	\$117,824 to \$126,212 p.a. \$4,516.20 to \$4,837.70 p.f.
<b>Employment status</b>	Temporary Full Time (76 hours p.f.) From date of appointment to 29 December 2024	<b>Closing date</b>	Tuesday, 9 July 2024
<b>Unit / Team / Department</b>	Australian South Sea Islander Health Project	<b>Contact name</b>	Lauriann Trevy – Director, Australian South Sea Islander Health Project
<b>Division</b>	Operations Mackay	<b>Contact number</b>	0448 611 679
<b>Facility</b>	Mackay Base Hospital		
<b>Location</b>	Mackay		

Applications must be submitted online via the Smartjobs website – [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au)

### Your employer – Mackay Hospital and Health Service

The Mackay Hospital and Health Service (MHHS) provides a working environment which embraces professional development, builds capabilities, provides roles with variety and flexibility, supports staff to maximise their health and wellbeing and encourages work/life balance.

#### Our values

To support that the MHHS is regarded as an employer of choice, staff have been consulted and selected four values they strive to demonstrate in their daily activities:



Through partnerships and co-operation, we drive innovation



Having confidence and belief in each other to be able to rely and depend on our actions



We show respect and compassion for the people we care for and work with



We depend on and support one another individually and as a team

*There is an expectation of each employee, by their colleagues, manager and the Executive, to exhibit values-based behaviours in the completion of all their tasks.*



## About the Mackay Hospital and Health Service

The MHHS is a contemporary organisation providing extensive health services in a range of regional, community and rural settings, to a population of around 182,000 people. Our region covers Sarina in the south, Clermont in the west, and Bowen and the Whitsunday Islands in the northeast, which is an area of approximately 90,000km<sup>2</sup>.

The MHHS has six hospitals, two multi-purpose health services and four community health centres that employs more than 3,700 staff. The Mackay Base Hospital is the referral hospital for our region and is one of the most modern healthcare facilities in Queensland. It is a state-of-the-art facility equipped with leading edge technology to assist us in providing the highest level of care to our patients and their families.

Our staff are passionate about community engagement and delivering outstanding healthcare services to the communities throughout our diverse region. Our Vision is to deliver Queensland's Best Rural and Regional Health Care, and our Purpose is to deliver outstanding health care services to our communities through our people and partners.

The MHHS respectfully acknowledges the Traditional Custodians of the land and sea on which we serve our communities, and pay our respect to Elders past, present and emerging. We also declare our commitment to reducing inequalities in health outcomes for Aboriginal and Torres Strait Islander peoples as we move to a place of equity, justice and partnership together. We strongly encourage Aboriginal and Torres Strait Islander peoples to apply for all advertised positions.

The MHHS values its people, respecting and embracing diversity and a balance between work and life commitments. People of all ages, abilities, gender and ethnicity are encouraged to apply for positions.

Working for the MHHS offers all the benefits of coast and country living and the convenience of a growing regional city where you can pursue a wide range of interests and lifestyles in a secure, family friendly and culturally diverse environment. We throw in eclectic cafes, restaurants and bars, quirky festivals and an arty and interesting community to make this a great place for those looking to escape the craziness of the city and try life at a different pace.

Visit: <http://www.mackay.health.qld.gov.au/>.

## About the Unit / Team / Department

Australian South Sea Islanders are the Australian-born direct descendants of people who were brought to Australia between 1863 and 1904 to work as indentured labourers in the sugarcane fields.

In 1994, the Commonwealth Government officially recognised Australian South Sea Islanders as a distinct ethnic group with their own history and culture, acknowledging the injustices of the indentured labour system and their significant contribution to Australia's culture, history, and economy. The Queensland Government also recognised Australian South Sea Islanders as a distinct cultural group in 2000 and are progressing toward addressing health disparities.

Mackay Hospital and Health Service recognises the valuable contributions made by Australian South Sea Islanders to the Mackay community. They also acknowledge that the health needs of this community align with those of Aboriginal and Torres Strait Islander populations. As part of our commitment, MHHS is assembling a project team to enhance support for the Australian South Sea Islander community's health needs.

The Cultural Liaison Officer role is specifically intended for individuals with an Australian South Sea Islander cultural heritage. The position reports directly to the Project Director - Australian South Sea Islander and collaborates closely with the Australian South Sea Islander Nurse Navigator to enhance access to culturally appropriate care for Australian South Sea Islanders.

The position will work closely with the Aboriginal and Torres Strait Islander Health Unit, other teams, programs, and stakeholders within MHHS. There's a requirement to utilise current technology including integrated electronic Medical Record (ieMR) and Telehealth as service enablers.

## Your opportunity

The Australian South Sea Islander Cultural Liaison Officer will:

- Work toward inclusive health care across the continuum that achieves better health outcomes for Australian South Sea Islanders, through evidenced based advocacy; support/system navigation and building cultural capability.
- Work as part of team to improve Australian South Sea Islander health and provide support to patients and their families throughout their patient journey during their stay at Hospital.
- Partner to increase access to culturally appropriate care for Australian South Sea Islanders through supporting and/or participation in activities, including activities aligned with the Australian South Sea Islander Linker project.

## Your role

### Generic responsibilities:

- Fulfil the responsibilities of this role in accordance with the Queensland Public Service and the MHHS Values as outlined above and <http://www.mackay.health.qld.gov.au/about-us/living-our-values/>.
- Understand your broad responsibility for safety and quality in healthcare, actively participate in continuous quality and safety improvement activities within the workplace and notify a relevant clinical or non-clinical responsible officer when concerns exist about workplace or patient safety.
- The provision of a Healthy and Safe environment within MHHS is everyone's responsibility.
- Carry out work in accordance with prescribed practices and procedures and in a manner that will not create health and safety hazards for yourself or others in the workplace. Understand your accountability to uphold the principles and practices of the Health Service's Health and Safety Management System in accordance with legislation and industry standards. For supervisors, actively promote good health and safety practices to staff of your work area.
- Employees who are appointed to the MHHS are accountable for information security, management and appropriate use, in accordance with legislation, standards, policies and procedures.

### Role-specific responsibilities:

- Engage with Australian South Sea Islander community to build trust and confidence in Government health services, particularly Mackay Base Hospital.
- Collaborate with relevant community organisations to develop and integrate Australian South Sea Islander cultural practices within MHHS to enhance health outcomes.
- Provide secretariat support to local and regional health forums that are established to formalise partnerships and collaborations.

- Develop and maintain positive communication and working relationships within the multidisciplinary team environment of MHHS Hospitals, community health and the broader community of interest for the effective discharge / return of clients to the community.
- Coordinate culturally appropriate patient support by advocating for the cultural needs of clients and family members during hospital admission and discharge planning and return of patients to community.
- Support and enhance the nurse navigator position in the cultural context and cultural considerations in the care of Australian South Sea Islander patients throughout the patient journey.
- Contribute to ensuring the accurate 'cultural identification' of Australian South Sea Islander patients by participating in education sessions with hospital admissions staff, Indigenous services and key stakeholders. Such as, addressing discharge against medical advice, analysing patient trends, cultural values and beliefs and hospital-based systems that may contribute to DAMA.
- Develop a profile of health services to identify service gaps to improve health pathways for Australian South Sea Islander population throughout the MHHS.
- Maintain accurate records of client interactions and service activity data in accordance with established systems, standards and policies.
- Analysis and report on Australian South Sea Islander data and trends for needs based criteria in service provision and resource allocation.

## Mandatory qualifications / Professional registration / Other requirements

- **Qualification:** While not mandatory, a relevant qualification or willingness to work towards the same from a registered tertiary institution or equivalent would be well regarded.
- **Identified Role:** Under Section 25, 104 and 105 of the Queensland Anti-Discrimination Act 1991 it is a genuine occupational requirement for the position to be filled by a person who has Australian South Sea Islander cultural heritage. To allow the panel to confirm that you are eligible to be considered for the role, the panel may obtain from you, as part of your formal application, documentary evidence attesting to your Australian South Sea Islander descent.
- **Supporting Documentation:** For the purposes of Criminal History checking, applicants must provide copies of any identification documents that are requested by the hiring manager during the recruitment process. In addition, applicants must provide copies of any qualification, registration and/or licence documents that are requested by the hiring manager. All requested documents must be certified by a Justice of the Peace or a Commissioner for Declarations.
- **Blue Card:** Possession of a Positive Notice Blue Card from Blue Card Services is mandatory for this role. If a current Positive Notice Blue Card is not held by the applicant, they **cannot commencement duty** with the MHHS until this is obtained.
- **Licence to Operate Vehicle:** The incumbent may be required to operate a class C motor vehicle, therefore possession of the appropriate licence endorsement to operate this type of vehicle is required.
- **Vaccination Requirements (Vaccine Preventable Diseases):** It is a mandatory condition of employment for this role for the incumbent to be, and remain, vaccinated against Measles, Mumps, Rubella, Varicella (chicken pox), Pertussis (whooping cough) and Hepatitis B. This is a requirement of the National Health and Medical Research Council Australian Immunisation Handbook and the Queensland Health Infection Control Guidelines. Employees that were engaged with the MHHS prior to 1 July 2016, with no break in service, are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS). Evidence of vaccination will be required prior to commencement.

## How you will be assessed

You will be assessed on your ability to demonstrate the following key capabilities, knowledge, and experience. Within the context of the responsibilities described above, the ideal applicant will be someone who can demonstrate the following:

- Demonstrated ability to articulate and act within the cultural context of the patient journey for Australian South Sea Islander people, with the purpose of building cultural capacity within the Hospital and Health system.
- Demonstrated knowledge of Australian South Sea Islander cultural practices and how these are evident in the Mackay region and ability to incorporate this knowledge within MHHS.
- Demonstrated knowledge of the social determinates that impact on health and wellbeing of Australian South Sea Islander people and communities.
- High level organisational skills, including the ability to oversee and manage multiple tasks, prioritise work demands and meet deadlines.
- Demonstrated excellent communication, interpersonal and negotiation skills and the ability to recognise and articulate the interests of Australian South Sea Islander peoples, including a capacity to effectively and sensitively consult and negotiate in accordance with Australian South Sea Islander protocols.
- Compliance with human resource management issues, including workplace health and safety, equal employment opportunity and anti-discrimination.

## Your application

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

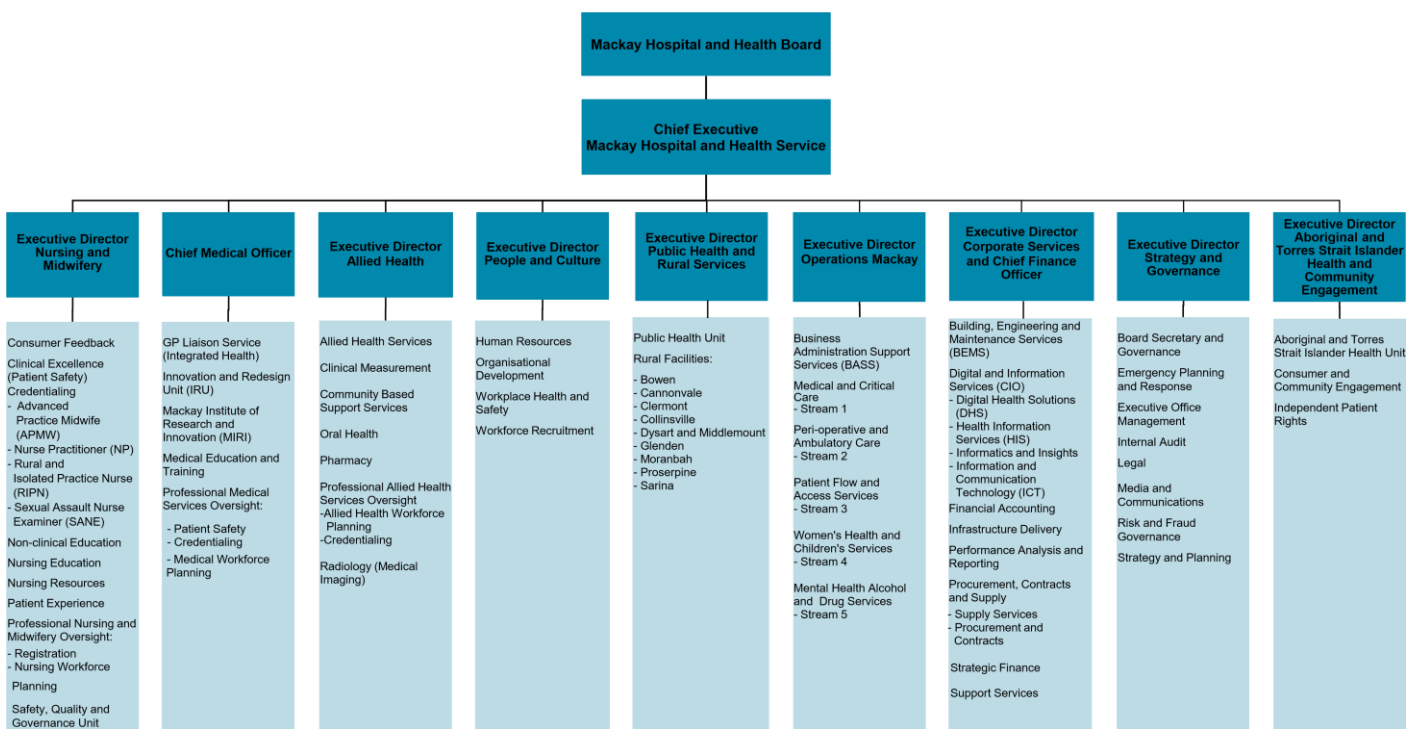
- **A short response/cover letter:** Document should be a maximum of 2 pages and outlines how your experience, abilities and knowledge would enable you to achieve the key responsibilities and meet the key attributes in the 'How you will be assessed' section above.
- **Your current CV or resume:** Document that includes names and contact details of two referees. 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 or past supervisor.

## Additional information

- **Currency of Applications:** Applications remain current for 12 months (permanent roles) and for the duration of the vacancy (temporary roles).
- **Recruitment Agency Submissions:** Only applications from candidates will be accepted; applications that may result in an agency fee will not be considered.
- **Future Vacancies:** Future vacancies of a temporary, full-time and part-time nature may also be filled through this recruitment process.
- **Pre-Employment Screening:** Pre-employment screening, including criminal history and discipline 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, unless otherwise exempt.
- **Probation:** Employees who are permanently appointed to Queensland Health may be required to undertake a period of probation appropriate to the appointment.
- **Child Abuse/Neglect:** All relevant health professionals, 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 Communities.

- **Disclosure of Employment as a Lobbyist:** Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment:  
<https://www.forgov.qld.gov.au/documents/policy/lobbyist-disclosure>
- **Disclosure of Pre-Existing Illness:** 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*:  
<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027>
- **Smoke-free Healthcare:** In accordance with Government requirements and Queensland Health's commitment to a healthier workplace the Queensland Health Smoking Management Policy supports a smoke-free environment. Smoking is prohibited at all Queensland public hospitals and health facilities and for five (5) metres beyond their boundaries. Queensland Health employees may obtain assistance to quit smoking through staff program Quit Smoking for Life Program.
- **Quantitative Fit Testing of P2/N95 Masks:** As part of the ongoing response to COVID-19, the MHHS has implemented a respiratory protection program with procedures and processes for conducting fit testing of P2/N95 masks for relevant healthcare workers.

## Organisational chart



Last updated March 2024