

## Aboriginal Liaison Officer

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**Location:** Auburn Hospital

**Classification:** Aboriginal Health Worker

**Remuneration:** \$60,398 - \$87,301 per annum

**Employment Status:** Permanent Full-Time

**Enquiries:** Angela Pham on [ngoc.pham1@health.nsw.gov.au](mailto:ngoc.pham1@health.nsw.gov.au)

### Purpose of position:

The purpose of the Aboriginal Liaison and Support Officer role is to support patients identifying as Aboriginal and/or Torres Strait Islander and their families/carers whilst receiving care at Auburn Hospital. This is a non-clinical role in the clinical environment. The role will provide support, advocacy, referral and liaison whilst clients are receiving care in hospital and assist in the discharge process, including appropriate advocacy for elements of continuity of care such as referral through the Aboriginal Chronic Disease Management Program, and the discharge planning pathway.

### Essential Criteria:

**Qualification:** Holds or aspires to hold a minimum Certificate III qualification in Aboriginal Primary Health Care or a minimum Certificate III health qualification in the area of care in which the Aboriginal Health Worker works.

**Evidence of Diversity Claim:** Aboriginal and/or Torres Strait Islander.

### Selection Criteria:

1. Ability to assess the needs of Aboriginal patients and to advocate on their behalf in the health system.
2. Ability to establish and maintain effective working relationships with a range of health professionals across the area in working with Aboriginal patients their families and communities.
3. Knowledge of a range of community based support services and programs to assist Aboriginal patients and their families in addressing their health care needs.
4. Effective interpersonal skills with a demonstrated ability to develop and maintain relationships with clients.
5. Understanding of the management of patient complaints and patient privacy and escalation processes.
6. Competence in the use of databases, electronic documentation, and computer based administrative systems.
7. Demonstrated skill in the analysis of complex issues, problem solving, formulating new approaches and implementing comprehensive change programs and improvement strategies, including the ability to develop and monitor outcomes.
8. License: Class C Driver's License.

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**Closing Date: 12 December 2023**

Applications must be lodged electronically. Please go to [healthnswgov.referrals.selectminds.com](https://healthnswgov.referrals.selectminds.com) and search Job Reference Number [REQ447922](#)