

Aboriginal Liaison Officer

[Quality & Safety]

Title: Aboriginal Liaison Officer	Reporting to: Director of Quality & Safety	
Portfolio: RDHM Program: Quality & Safety	Direct reports: Nil	
Enterprise Agreement:	HAMA (VIC Public Sector) (Single Interest) EA 2021 - 2025	
Classification:	Grade 2	
Employment Type:	Fixed Term Full Time or Part-Time until June 2026	
Key Stakeholders:	Internal: Clinical and operational leads RDHM Quality & Safety team Transformation team People & Culture, Safety & Wellbeing DHSV corporate Universities, Community Dental Agencies	External: Patients/Consumers Families / Carers Students and university staff

Position Purpose

The Aboriginal Liaison Officer role sits in the RDHM portfolio and reports to Director Quality & Safety. Your role provides advice and support to the Royal Dental Hospital of Melbourne (RDHM) to support Aboriginal and Torres Strait Islander patients, carers and visitors accessing services through RDHM.

Our organisation

The Royal Dental Hospital of Melbourne is Victoria's leading oral health teaching institution. With over 130 years serving the community, RDHM stands as a beacon for oral healthcare in Victoria. In partnership with the University of Melbourne, RMIT and La Trobe University, we provide students with their earliest practical training. RDHM is funded and administered by Dental Health Services Victoria and accountable to the Victorian Minister for Health – Victorian Government.

Our Values

Respect | Accountable | Collaboration | Transform

Role Accountabilities: What you are accountable for	
Advocate & Support	<p>Advocate, support and work with Aboriginal and Torres Strait islander individuals, families, and their community. This includes:</p> <ul style="list-style-type: none"> • explaining the RDHM system and acting as a liaison between patients, their families and hospital staff regarding treatment. • Assisting patients and their families to access hospital and community support services. • Assisting with discharge planning and accessing community resources. • Engaging and advocating for patients and families. • Following up patients post visits as required. • Facilitating care coordination • Undertake other reasonable duties as requested ensuring effective and timely completion
Cultural Awareness	<p>Supporting RDHM to provide culturally appropriate services and care for Aboriginal and Torres Strait Islanders. This includes:</p> <ul style="list-style-type: none"> • Providing education sessions to staff to create culturally safe environments that respect Aboriginal and Torres Strait Islander patients and workforce. • Participating in strategic business planning processes and diversity projects at RDHM. • Contribute to the Reconciliation Action Plan (RAP) for RDHM
Stakeholder Relationships	<p>Build strong relationships and partnerships with key Aboriginal and Torres Strait Islander communities</p> <p>Build strong relationships across the clinical teams to facilitate teamwork.</p> <p>Provide excellent customer service, including supporting managers/leaders to manage queries, and complaints from Aboriginal and Torres Strait Islander peoples.</p>
<p>Value Based Health Care</p> <p>DHSV is committed to the principals with the aim of managing the increasing demand for public dental services and achieving the best outcomes from the care we provide. Our VBHC framework guides how we work in a team to:</p> <ul style="list-style-type: none"> ○ Be a person-centred system based on what people need ○ Provide the right services, by the right person, at the right time, in the right location ○ Achieve the best outcomes at the lowest cost ○ Integrate care across separate facilities ○ Measure outcomes and costs for every client 	
<p>Health & Safety</p> <p>Take reasonable care of, and cooperate with actions taken to protect the health, safety and wellbeing of yourself and others.</p> <p>Follow safe work practices and directions, including the proper use of any personal protective equipment.</p> <p>Report any hazards, incidents and injuries to your supervisor or manager and enter into VHIMS.</p>	

<p>Quality, Compliance & Risk Management</p> <p>At RDHM we all work together to deliver world class, high quality, safe and integrated oral health care that improves patient outcomes by fulfilling our safety and quality roles. We achieve this by:</p> <ul style="list-style-type: none"> Working within the RDHM Quality and Safety systems. Supporting RDHM in continuously improving care. We look for opportunities to improve in everything we do. Once identified we plan, implement, and evaluate improvements with the goal to improve the quality and safety of care provided. Providing safe, integrated, appropriate and patient centred care. 	
<p>Diversity & Inclusion</p> <p>By all contributing to being an inclusive workplace, we can be a workplace where everyone can feel like they belong:</p> <ul style="list-style-type: none"> Recognise and appreciate the unique and different perspectives that each individual brings to the team. Challenge assumptions and stereotypes and actively contribute to an environment where everyone feels respected and included. Respect all ideas and people so that we can create an environment where everyone feels seen, heard, and valued. Inclusive teams are better teams and are integral to our success. 	
<p>Privacy</p> <p>The Privacy Act regulates how we collect and handle personal information, including health information. Keep all health information (any information about a person's health or disability, and any information that relates to a health service they have received or will receive) confidential and do not remove it from RDHM. This includes patient scans and photographs. If your role includes reviewing complaints or complaint information, this information is confidential and not to be recorded within the dental record.</p>	
<p>Your Knowledge, Skills and Experience</p>	
<p>Knowledge and Skills</p>	<ul style="list-style-type: none"> Proficient in MS Office Verbal and written communication skills Expert knowledge in Aboriginal and Torres Strait Islander Culture. Expert knowledge in community services available for Aboriginal and Torres Strait Islander peoples. High level written and oral communication skills.
<p>Experience</p>	<ul style="list-style-type: none"> Strong experience in relationship building, able to collaborate with key stakeholder groups to build strong partnerships and provide outcomes that benefit our organisation. Proven track record of excellent customer service, managing complaints and providing a resolution. Experience in the health sector or a non-for-profit environment. Experience in establishing and maintaining culturally safe and effective networks.
<p>Qualifications, Certifications and Other Requirements</p>	
<p>Qualifications, Certifications</p>	<p>Tertiary qualification in Community Services, Aboriginal Health, or proven experience in a similar role</p>
<p>Other Requirements</p>	<p>Satisfactory Working with Children's Check (Vic) and Police Check</p>

	Vaccination requirements as required by the Department of Health guidelines, including COVID 19– Category B per Staff Immunisation Procedure
Competencies	
Behavioural Competencies	Adaptability Building Trust Collaboration Contributing to team success Customer focussed Decision making Quality Orientation / initiating action Managing Work
Role Location	This role is based on site

Document Title	Version	Sign off date
Aboriginal Liaison Officer	V1.	September 2024