

Position Details

Title:	Aboriginal Community Liaison Officer		
Department:	Executive	Team:	Community Engagement
Supervisor:	General Manager Swan Hill/Kerang	Location:	Swan Hill
Level:	Schedule B Grade 2	Date Approved:	28/03/2022
Award:	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020		

Who We Are

MDAS' reason for being is described by our Elders as:

- Employed by our Community, to work for our Community... engaging, educating, and empowering individuals, families, and our Community in their journey to self-determination.
- MDAS has embarked on a commitment to become a leading Aboriginal organisation known for its ability to make a practical difference to client's lives, families and our Community.
- This is underpinned by our LORE which is the foundation stone of who we are, what we do and why we do it. You can find out more about our LORE here:
- Our organisation's services, people and culture will be guided through strong leadership and engagement with community and MDAS teams.

Our Purpose

MDAS' purpose is:

- Healing, supporting, serving, and protecting our communities throughout the Mallee Region.
- Healthy, resilient, and capable Aboriginal people and families who can be their very best selves and exercise true self determination.
- Caring for, strengthening, empowering, motivating and guiding our Mob.

Position Summary

The role of the Aboriginal Community Liaison Officer is to work across the organisation to actively increase awareness, access, and community engagement within MDAS services and:

- Promote the health and wellbeing of Aboriginal people in the Mallee region.
- Assist in increasing and enhancing opportunities for MDAS to connect and provide services and programs to Aboriginal and Torres Strait Islander clients.
- Establish and maintain effective relationships with networks and stakeholders throughout local Aboriginal communities.
- Represent MDAS at all relevant meetings and gatherings to promote specialised MDAS programs and services ensuring that the interests of the Aboriginal community is effectively communicated.
- Identify and encourage new clients to engage with MDAS services.
- Work closely with all MDAS teams and enhance engagement with individuals and families.

Key Performance Indicators (KPI's)

Community Engagement

- Assist with planning, community liaison, and establish links with individuals within the community to encourage and support their needs using MDAS services.
- Establish links with local Aboriginal and Torres Strait Islander communities to promote the importance of improving health and well-being outcomes.
- Work within the boundaries of program funding and legislative requirements to connect disengaged Indigenous persons with MDAS services.
- Maintain contact with current clients to ensure engagement continues, including following up on any issues, compliments, complaints, or incidents.
- Maintain absolute confidentiality regarding client and departmental information.
- Conduct promotional visits to local community groups, schools, sporting groups, social service agencies and others, promoting the service and programs and providing practical information and advice regarding access and engagement.
- Assist Management in arranging a minimum of four (4) community forums or community engagement events each year including the Annual General Meeting.
- All other duties as directed.

Reporting and Compliance

- Record case notes for every client contact and maintain accurate client files clearly outlining the services offered, provided and other relevant details of client engagement.
- Report disengaged clients or families presenting with significant health, wellbeing or social concerns to the relevant Manager or Coordinators as per the incident reporting matrix.
- Ensure client information and data is entered into the relevant recording systems.

Relationship Management

- Foster and maintain relationships with other agencies to benefit clients and the organisation.
- Attend appropriate meetings and forums and participate in education programs to ensure the latest developments, research and treatment models are integrated into MDAS' practice.
- Work collaboratively with internal partners to ensure streamlined intake, assessment, and referral processes.

Leadership

- Undertake relevant data collection, monitor KPI's and submit a monthly statistical report demonstrating progress towards improved social and emotional wellbeing in the Aboriginal community.
- Report through an escalation process, any concerns that may place a client or their family at unacceptable risk.
- Contribute to the development, implementation, and review of Policies and Procedures with a focus on continuous improvement.

Corporate Responsibilities

- Support values that respect historical and contemporary Aboriginal cultures so that Aboriginal people are recognised as having a special connection with the State.
- Promote compliance with relevant legislation and MDAS Policies.
- Assist with and support any internal or external audit processes.

Key Selection Criteria

Cultural Knowledge/Community Engagement

Demonstrated knowledge of Aboriginal and Torres Strait Islander culture, the special requirements and LORE of Aboriginal people. Demonstrated ability to integrate Aboriginal and Torres Strait Islander cultural experiences, philosophy, and practice.

Demonstrated client-focused approach in service provision with genuine empathy and interest in their needs. Ability to use initiative and develop innovative solutions.

Communication and Interpersonal Skills	Well-developed interpersonal and communication skills, including written and verbal communication. Ability to communicate, consult, liaise, and negotiate with a broad range of people both Aboriginal and Non-Aboriginal, at all levels to achieve program objectives and goals.
Planning and organising	Ability to prioritise and organise, with attention to detail. Demonstrated ability to report against and monitor own performance towards set KPI's and program objectives.
Problem Solving	Solve problems based on operational knowledge and experience, scanning for useful information, looking for underlying causes and suggesting alternative actions for clients and staff.
Respect Cultural Diversity	Take action to provide services that are inclusive of Aboriginal people and engage in learning about other cultures to better establish relationships and improve services.
Qualification/s:	Experience working within Aboriginal and Torres Strait Islander communities. Previous experience in Community Engagement and/or Development programs in the Health or Family and Community Services sector.
Other Screening Requirements:	A current Drivers Licence that allows you to drive in Australia. A current Employee Working with Children Check card. A current National Police Check. Covid-19 Vaccination Certificate and Booster information (or evidence of a valid medical exemption).

MDAS is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a 'child safe' organisation, employment with MDAS is subject to satisfactory national police check and Working with Children Check in Victoria prior to commencement of paid or voluntary work and/or participation in any service or undertaking.

MDAS is a health service provider, and it is a condition of employment at MDAS that all employees, volunteers, and contractors receive all COVID-19 vaccination requirements and provide evidence of vaccination certificates and subsequent booster information or evidence of a valid medical exemption to be able to perform duties at any of MDAS' work sites.

Approval			
Classified by:	K Edge	Signature:	
Manager:	_____	Employee:	_____
Signature:	_____	Signature:	_____
Date:	___/___/___	Date:	___/___/___