

POSITION DESCRIPTION

Position:	Aboriginal Health Worker
Directorate:	Quality, Risk & Governance
Division:	Aboriginal Health
Business Unit:	Aboriginal Health
Enterprise Agreement	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH & ALLIED SERVICES, MANAGERS & ADMINISTRATIVE WORKERS) SINGLE ENTERPRISE AGREEMENT 2016-2020
Reports to:	Nurse Unit Manager, Emergency Department

MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. MBPH is a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement.

MBPH provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

MBPH is proud to be affiliated with Monash and La Trobe Universities for the provision of undergraduate and postgraduate Medical, Nursing and Allied Health education. Affiliations also exist with other universities for clinical placement and training.

VISION

Mildura Base Public Hospital – providing exceptional care.

PURPOSE

To improve outcomes for our tri-state communities, by creating partnerships, leading a culture and building our team to deliver sustainable services.

Advocate for and develop a culturally safe healthcare service for Aboriginal and/or Torres Strait Islander people attending the Emergency Department (ED) at Mildura Base Public Hospital (MBPH).

VALUES AND BEHAVIOURS

All employees of the Mildura Base Public Hospital are required to uphold the values of our organisation, for more information on our values please refer to page 5 of this document.

POSITION SUMMARY

This is a new position that is situated within the MBPH Emergency Department, it is designated for a person who identifies as Aboriginal and/or Torres Strait Islander and is to be employed as an Aboriginal Health Worker (AHW). This position will work within the Emergency Department and may occasionally be required to provide care in other wards within MBPH.

The position title is 'Aboriginal Health Worker' (AHW) however the position may be held by an AHPRA Registered Aboriginal or Torres Strait Islander Health Practitioner, Enrolled Nurse or Registered Nurse.

The AHW role will focus on supporting people within the community who identify as Aboriginal and/or Torres Strait Islander as a priority but may assist in the care those who do not identify also and will operate under the direct supervision of the ED Nurse Unit Manager (NUM) while in ED, and report to the Director of Aboriginal Health who will work closely with the NUM. The AHW will work daily in the ED and be part of the team and integrate practice with the Aboriginal Health Unit and ALOs for best practice.

The Aboriginal Health Worker role is a new initiative within the MBPH and a first for Victoria so evaluation processes will be implemented throughout the contract to measure outcomes and effectiveness. The role is designed to increase the Aboriginal Workforce within the hospital whilst increasing culturally safe and inclusive health care for Aboriginal people presenting to the MBPH Emergency Department and the broader community.

The Aboriginal Health Worker performs duties with the support and guidance of the Nurse Unit Manager, Associate Nurse Unit Managers as well as the dedicated Critical Care Educator and Clinical Support Nursing staff.

The Aboriginal Health Worker will work to ensure a high level of quality patient care is delivered in line with the core values and the strategic direction of the Hospital.

KEY RESPONSIBILITIES AND DUTIES

1. Work in partnership with MBPH ED team members to advocate for and facilitate the delivery of culturally safe health care to Aboriginal and Torres Strait Islander people attending the ED and their journey from presentation to admission/discharge/exit including waiting room support.
2. Participate in the development of a program approach as an AHW in order to provide patient centred and culturally safe Emergency care working in partnership with the AHU to develop resources to educate staff and community, evaluate systems and processes and advocate for better health outcomes.
3. Work collaboratively with families, communities, relevant agencies, MBPH staff and relevant support services to ensure consumer needs are met.
4. Undertake documentation of all patient involvement in the prescribed notes and database as required.
5. Report within a timely manner any identified issues of concern.
6. Support and implement Aboriginal cultural safety initiatives.
7. Be aware of limitations in own knowledge and scope of practice and seek appropriate support when required.
8. Participate in staff meetings and associated communication systems.
9. Follow organisational safety, quality & risk policies and guidelines.
10. Maintain a safe working environment for yourself, your colleagues and members of the public.
11. Recognise, report and record incidents promptly and concisely to the supervising Health Practitioner.
12. Immediately escalate concerns regarding safety to the supervising Health Practitioner.
13. Promote and participate in the evaluation and continuous improvement processes.
14. Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
15. Work within the framework of the MBPH code of conduct.
16. Work in collaboration with the Aboriginal Health Unit to provide a coordinated approach to develop and deliver orientation and education sessions relating to the delivery of culturally safe healthcare in ED as needed.

GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital employee, you have a responsibility to participate in and commit to ongoing **quality improvement** activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards) in alignment with the MBPH Clinical Governance Framework. All employees are responsible for contributing to safe, effective, accountable and person-centred care by:

- Proactively identifying and reporting risks to minimise and mitigate them
- Operating within their scope of practice and seeking help when needed

Ensuring patient and consumer safety and quality of care is your highest priority.

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

KEY SELECTION CRITERIA

Qualifications / Certificates

1. Registration with Australian Health Practitioners Regulation Agency (AHPRA) and possess a current annual practising certificate.
2. Qualification in Aboriginal and/or Torres Strait Islander Primary Health Care Practice, Enrolled Nursing or Registered Nurse.

Specialist Expertise

3. Be of Aboriginal and/or Torres Strait Islander background. This is a designated position established as a **special measure** under *Section 12* of the Equal Opportunity Act 2010. Only Aboriginal and/or Torres Strait Islander people are eligible for this position, confirmation of descent is required.
4. Knowledge and/or experience working within Aboriginal and/or Torres Strait Islander communities and understanding of health, social and emotional issues experienced by Aboriginal people.
5. Ability to assess, plan, coordinate and evaluate care delivery needs of patient
6. Effective communication and interpersonal skills
7. Proven ability to work effectively in team environment & independently as required
8. Under the advice and direction of the NUM conduct clinical observations and triage, clinical monitoring and assisting with the provision of culturally appropriate health care and treatment based on clinical scope of practice.
9. Participate in Emergency Department (ED) clinical handover weekday mornings, and provide cultural advice to the ED clinical and administration team as needed.

Personal Qualities, Knowledge and Skills

10. Capacity to apply knowledge and evidence into practice and within discipline and scope of practice.
11. Demonstrate competent level of written, verbal skills and capable with Microsoft office suites to enable work requirements.
12. Demonstrated ability to self-manage within a high-pressure environment.
13. Demonstrated ability to use initiative, communicate and advocate effectively within the multi-disciplinary team.
14. Demonstrated commitment to ongoing professional development.
15. Experience in facilitating change within a health care environment.

MANDATORY REQUIREMENTS

National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

Drivers Licence

A current driver's licence is required for this position

All Mildura Base Public Hospital sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.



Happy

WE ARE POSITIVE

As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



Empathetic

WE ARE CARING

As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



Accountable

WE ARE COMMITTED

As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



Respectful

WE ARE OPEN TO OTHERS

As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



Team-based

WE ARE ONE TEAM

As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

LANGUAGE WE USE

- | | |
|-------------------------------------|---|
| "I choose..." | "Can we explore that more so I can understand it better?" |
| "I care..." | "We will...us...we can..." |
| "I prefer..." | |
| "I will..." | |
| "I can..." | |
| "Is there a better way to do this?" | |

LANGUAGE WE DON'T USE

- | | |
|--------------------------------------|---|
| "I have to..." | "Things have always been done this way" |
| "I must ..." | "Them and us" |
| "If only..." | |
| "Ah well, that is because of XYZ..." | |
| "Our processes do not let us do it" | |

THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

