

POSITION:	National Perinatal Infant Mental Health Connect & Care - Aboriginal Liaison Officer – NSW
HOURS:	Temporary to 30 th June 2024, 32 hours per week
OPERATIONAL BASE:	Karitane Linking Families as part of the National PIMH Connect & Care Team
AWARD	Aboriginal Health Worker Health Education Officer Non Grad
VACCINATION CATEGORY:	A
RESPONSIBLE TO:	Responsible to the Manager Digital Health Hub via NSW Community Program Manager

PRIMARY FUNCTION:

This position is responsible for providing culturally sensitive support to pregnant women and their families during pregnancy and the first 12 months following the birth of their baby. They will facilitate access to appropriate perinatal infant mental health services in NSW.

Based in Sydney, this position also works towards improving health outcomes and wellbeing of Aboriginal families by providing culturally sensitive care navigation for the family. Care is provided via telephone, telehealth and in place-based community settings where appropriate. The Aboriginal Liaison Officer will work in partnership with the family, perinatal infant mental health care navigators, administrative support staff, the perinatal infant mental health service at Karitane and support other AAPCH service providers in NSW to connect families to the level of care that best meets their needs

The role will support safe, effective and quality care as part of the National Perinatal Infant Mental Health - Connect & Care Navigation Team consistent with the organisation's mission, philosophy, values and standards of care, and adheres to the Professional Code of Conduct This position is Aboriginal Identified.

KEY SELECTION CRITERIA:

1. **Aboriginality:** Applicants for this position must be of Aboriginal descent, identify as being Aboriginal and be accepted in the community as such. Exemption is claimed under Section 14 of the Anti-Discrimination Act.
2. Demonstrated understanding of the issues in pregnancy, birth and the postnatal period, including maternal and infant health and experience working with families who have young children.
3. Demonstrated understanding of Aboriginal history leading to the current health issues impacting Aboriginal families and children and demonstrated involvement with an Aboriginal community.
4. Demonstrated effective written and verbal communication skills, including computer skills, interpersonal and problem solving skills.
5. Demonstrated ability to work in a multidisciplinary team and liaise with other health professionals to facilitate health services for Aboriginal families and their children.
6. Ability to build strong relationships and have a working knowledge of NSW Aboriginal Communities and ability to liaise with perinatal infant mental health support services.

CONDITIONS OF EMPLOYMENT

The majority of Karitane's services close for approximately two weeks over the Christmas/New Year period, during which time employees are required to take leave.

Karitane supports a smoke free environment including grounds, buildings and vehicles. Applicants will have a commitment to EEO & WHS, ethical practice and the principles of cultural diversity.

Relevant Police Check, Working with Children Check, Apprehended Violence Orders and prior employment checks, including relevant disciplinary proceedings, will be conducted on recommended applicants.

About the Opportunity

This is a truly once in a lifetime opportunity to work with the National PIMH Connect & Care Team engaged in the implementation and ongoing development of a new, exciting and highly impactful care navigation service with a leading non-profit parenting support service provider and experienced consortium members.

In an Australian-first, Perinatal Infant Mental Health place-based navigators will be triaging and coordinating referrals from around the country, ensuring expansive local knowledge and subsequent location-specific support pathways. The Aboriginal Liaison Officer will support the PIMH Care Navigators, Administrative team, National PIMH Director and AAPCH colleagues to connect Aboriginal families to perinatal infant mental health services that best meet their needs.

About Karitane

Karitane is a leading not-for-profit provider of parenting support services based in NSW. We support parents with children from birth to five years around sleep and settling, establishing routines, feeding and nutrition, toddler behaviour and pre and postnatal anxiety and depression. Karitane delivers this support through residential services, parenting centres, integrated care hubs, community programs, perinatal infant mental health clinics, specialised toddler clinics and leading-edge virtual care services. We have a centralised intake system where all referrals are triaged and allocated to services that best meet clients' needs.

About the AAPCH, UNSW & PRC Consortium and Delivery Partners

An exciting opportunity has become available for a network of Aboriginal Liaison officers and Admin to work with the team delivering the newly funded National Perinatal and Infant Mental Health: Connect and Care Program (PIMH-CCP). The Hon Greg Hunt MP, Minister for Health and Aged Care has announced \$9.44 million for the National Perinatal and Infant Mental Health: Connect and Care service. Karitane are pleased to be leading this work with a national consortium that includes members of the Australasian Association of Parenting and Child Health (AAPCH), Parenting Research Centre (PRC) and University of NSW. The Consortium will also be working with key sector stakeholders to complement existing Perinatal Infant Mental Health services across Australia and bring about improved, system-wide collaboration and easier care navigation for parents and health care professionals. We will be collecting data and information as part of the roll out of this program.

Our Care

Karitane staff provide safe, effective, family-centred quality care consistent with the organisation's mission, philosophy, values and standards of care, and adhere to the Professional Code of Conduct.

Our Vision

Leaders in early parenting services that empower families and children to be confident, safe and resilient.

Our Mission

To provide accessible, evidence based services that support families to parent confidently. Through research, advocacy and collaboration we promote excellence in our care across a diverse community.

Supporting Our People

Karitane is a family-friendly, flexible workplace with a strong culture of success that reflects our values of innovation, excellence, respect and collaboration. We are a passionate, dynamic and highly engaged team making a difference to families' lives. We support each other and provide excellent professional development opportunities. We offer a comprehensive well-being support package, Employee Assistant Program, Perkbox Reward & Recognition program and discounted gym membership. If you come from NSW Ministry of Health or other affiliated health organisations you can transfer your leave entitlements to Karitane.

Our Values

1. Respect - Our Relationships

Our relationships are characterised by respect, support and a recognition of the value of every individual. Each family & child, colleague and care partner is important to us. We value our diverse backgrounds and professional approaches that contribute equally to Karitane's success in providing care.

2. Innovation –Our Future Focus

We commit to creative and innovative approaches to our work informed by ongoing research, increasing knowledge, evidence based practice and contemporary approaches to care. We seek new opportunities for delivering services that are sustainable and transforming for the families we serve.

3. Collaboration - Our Partnership Approach

We seek to collaborate with our families, our colleagues and care partners to achieve our purpose. We build our partnerships through effective teamwork, shared decision making, our caring and supportive approach and appropriate and timely communication.

4. Excellence - Our Standard

We strive for excellence in our work supported by effective leadership, professional, transparent and accountable practices, cultural awareness and a commitment to continuous learning.

KEY CHALLENGES

1. Providing flexible services in convenient settings for families inclusive of community and virtual care appointments
2. Engaging families who do not ordinarily access services.
3. Managing time and prioritising the clinical workload within finite resources to ensure the delivery of optimum standards along with cultural considerations for client care that meet patient/client needs and expectations
4. Impacts of intergenerational trauma and past policies impacting on maternal, child and family health
5. Wellbeing
6. Professional boundaries and conflicts of interest involved in working within local Aboriginal communities across NSW

Key responsibilities

1. Providing a call centre function for the Centralised Intake service, answering enquiries from patients/carers/staff and forwarding relevant information as required to the PIMHS Care Navigators
2. Triage & Intake Referral management, ensuring accuracy in data entry and correct information is collected and entered into patient information systems, referral forms, CRM and Microsoft Excel
3. Contacting other PIMH Connect & Care Teams located at other sites across the country to support Care Navigators with transfer of care to other PIMH service providers
4. Attending general office document management, scanning, printing reports or other as requested by the stakeholders.
5. Demonstrated ability to take initiative and the capacity to follow direction.
6. Demonstrated ability to work independently and as a team member and maintain strong team commitment working within a clinical environment.
7. Demonstrated administrative and organisational skills and the ability to manage constant workloads with frequently changing priorities.
8. Undertake Medicare Billing and Health Insurance checks that are relevant to the role
9. Initiate and implement effective and efficient office procedures and systems.
10. Prioritise and coordinate work to meet time frames.
11. Develop and manage effective filing systems for administrative information
12. Assist with the preparation of monthly, quarterly and annual reports.
13. Prepare Agenda, take meeting minutes and distribute appropriately.
14. Manage and maintain databases including data entry and mailing lists (where applicable)
15. Maintain documents and publications as relevant to the service, e.g. Store and file stores of pamphlets and other publications including arranging bulk photocopying and external printing publications.
16. Purchase of office equipment, stationery items and maintenance of office equipment

KEY CHALLENGES

- Working in a demanding, busy and complex environment providing an efficient, timely and accurate administrative service.
- Ensuring accuracy in data entry and correct information is collected and entered into patient information systems and electronic medical records.
- Gain an understanding of medical terminology and clinical information.

UNIVERSAL STATEMENT OF OBLIGATIONS EDUCATION AND PROFESSIONAL DEVELOPMENT

- Identifying knowledge in areas of improvement and pursue appropriate continuing education and clinical updating.
- Attend mandatory education in Fire, Manual Handling and any other training courses specified by management which will enhance personal development and productivity requirements.
- Recognise and respond to the need for accurate health promotional information for clients, visitors and other members of staff.

CLINICAL AND/OR CORPORATE GOVERNANCE

- Identifying the needs of clients, visitors and where possible adapt services to meet those needs.
- Understand the accreditation processes within Karitane and participate in the implementation of improvement strategies.

CODE OF CONDUCT

- Adhere to the Ministry of Health NSW Code of Conduct and CORE values.
- Demonstrate accountability and ethical behaviour in the performance of all duties.
- Respect the physical, emotional, social and spiritual needs of the client and their carers, including their right to be involved in decision-making affecting their health care.
- Report any suspected cases of child neglect or abuse to immediate manager.
- Be aware of medico/legal responsibilities.
- Maintain confidentiality and privacy at all times.
- Report suspected or actual; fraud associated with the workplace.

WORK HEALTH & SAFETY, SECURITY AND FIRE SAFETY:-

- Maintain a current driver's licence and provide a photocopy of same at annual performance appraisals.
- Adhere to Karitane's Work Health and Safety policy and procedures.
- Commitment to and understanding of NSW Health Smoke Free- free Health Care Policy
- Assist with the security of the building through the correct handling of keys.
- Report any damage or repairs required to buildings, furniture and equipment to the appropriate supervisor so that repairs can be arranged.
- Adhere to Karitane's procedures for 'Risk Management' of identified risks.
- Ensure all office equipment and lighting is turned off and work area is secure before leaving each day.
- Attend education sessions regarding WHS, security & fire safety.
- Follow the protocols for Incident Management & Reporting.
- Participate in security risk identification/assessment & report any suspicious occurrences/ potential for aggressive episodes.
- Assist management in the creation and maintenance of a 'zero tolerance zone' where staff and clients can enjoy an environment in which violence and verbal abuse is not tolerated.

EQUAL EMPLOYMENT OPPORTUNITY, CULTURAL DIVERSITY AND ANTIDISCRIMINATION

- Be aware of and act within the bounds of the EEO Policy of SWSLHD.
- Be aware of and act within the bounds of the Anti-Discrimination policy of SWSLHD.
- Respond positively to the cultural beliefs and practices of clients, visitors and other staff members.
- Be actively involved in the optimizing service provision to people of CALD

- Backgrounds and Aboriginal and Torres Strait Islander backgrounds.
- Be aware of the NSW Health Zero Tolerance Policy.

Performance Management:

Performance appraisal will be carried out at three months and then annually with the Nursing Unit Manager.

Exit Interview

Participate in an Exit interview on termination.

I agree to strictly observe the NSW Health Service's policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

As the incumbent of this position, I have read this Job Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies and procedures of Karitane.

Employee **Date**

Chief Executive Officer **Date**

Aboriginal Liaison Officer / JOB DEMANDS CHECKLIST

PHYSICAL DEMANDS	FREQUENCY
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Occasional
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving - Operating any motor powered vehicle	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
	Choose an item.
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Frequent
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals Not	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation Not	Not Applicable
Touch - Use of touch is an integral part of work performance	Infrequent
PHYSICAL DEMANDS	FREQUENCY
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
Unpredictable People - e.g. Dementia, mental illness, head injuries	Infrequent
Restraining - involvement in physical containment of patients / clients	Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent

PHYSICAL DEMANDS	FREQUENCY
Dust - Exposure to atmospheric dust	Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes - Exposure to noxious or toxic fumes	Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not Applicable

STATEMENT OF PHYSICAL STATUS

I have read the inherent job requirements for the position. I understand the listed physical, sensory, psychosocial and environmental requirements and the hazards of the position and mark the declaration below:

- I am not aware of any health condition/s (physical or mental) that might prevent me from performing the inherent requirements of this position.
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements. Any adjustments I may need have been discussed with positions manager, prior to completing the health declaration.

I am aware that any false or misleading statements may threaten my appointment or continued employed with Karitane.

Employee Name: _____
Please print

Employee Signature: _____ Date: ____ / ____ / ____

Manager's Name: _____
Please print

Manager's Signature: _____ Date: ____ / ____ / ____