



ROLE DESCRIPTION

Role Title:	Aboriginal and Torres Strait Islander Health Practitioner		
Classification Code:	OPS4	Position Number	P54828
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (CALHN)		
Site/Directorate	The Queen Elizabeth Hospital (TQEH) Emergency Department		
Division:	Acute and Urgent Care		
Department/Section / Unit/ Ward:	Acute and Urgent Care, TQEH		
Role reports to:	Clinical Practice Director, Acute and Urgent Care, TQEH		
Role Created/ Reviewed Date:	March 2024		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category Requirements:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Central Adelaide Local Health Network (CALHN) has a strong commitment to the provision of accessible, effective and meaningful services to the Aboriginal communities, families and individuals from metropolitan, rural and remote areas. It also acknowledges the cultural determinants and particular complexities affecting the health and wellbeing of Aboriginal people and the need for a holistic and multi-faceted health approach to service design and delivery.</p> <p>SA Health is leading significant reform designed to improve the health of all South Australians and meet future challenges, in accordance with the National Aboriginal and Torres Strait Islander Health Plan and Close the Gap initiatives. The Aboriginal and Torres Strait Islander Health and Wellbeing Hub provides emotional, social, and cultural support and clinical care to Aboriginal and Torres Strait Islander patients, escorts and families of CALHN. This includes opportunistic screening, chronic disease management and improved discharge planning to improve continuity of care in the primary care sector.</p> <p>The Aboriginal and Torres Strait Islander Health Practitioner (the Practitioner) who is employed as part of the Acute and Urgent Care program will work within the acute health care setting based within the TQEH Emergency Department. The Practitioner role is to support and embed a stronger and more sustainable approach to care and support of Aboriginal patients who are presenting to or in hospital, or attending outpatients or other program areas as directed, through providing an 'Aboriginal lens' to health care and delivering culturally appropriate and safe acute and ongoing Health care and improve discharge planning. In collaboration with the multidisciplinary teams the Practitioner will assess and provide clinical intervention to Aboriginal patients, refer to appropriate specialities and arrange relevant follow up as required, including those with complex needs. The service they provide will aim to increase cultural safety and reduce the risk of Aboriginal patients disengaging with treatment and care plans. They will provide culturally supportive acute and sub-</p>

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acute health responses, support hospital avoidance and advise on length of stay in the acute sector and closer to home services.

The Practitioner will provide clinical intervention, assessment, care planning and education within their scope of practice to patients allocated to them. The Practitioner reports their respective clinical lead and works collaboratively with other CALHN clinicians employed in other settings and programs. This role will contribute to South Australia's Strategic Plan target 2.5 on Aboriginal life expectancy, as well as the Council of Australian Governments (COAG) National Partnership Agreement on Closing the Gap in Indigenous Health Outcomes health related targets.

Direct Reports:

Nil direct reports.

Key Relationships/ Interactions:

Internal

- Maintains close collaborative working relationships with all clinical staff within clinical areas of Acute and Urgent Care TQEH ED
- Works collaboratively with Aboriginal Health Workers and Aboriginal and Torres Strait Islanders Health Practitioners based in other CALHN Program areas, sites and services and in the Aboriginal Health and Wellbeing Hub.
- Maintains supportive and productive working relationships with all members of the patient's immediate health care team.
- Works under the direct or indirect supervision of a nominated Clinician.
- Works with Multi-Disciplinary teams such as Intermediate Care, Allied Health, Pharmacy, Mental Health, SA Prison Health and other drug and alcohol services in order to provide holistic care.

External

- Works with Aboriginal Health Council of SA
- Patient support services that provide transport, financial assistance, food and accommodation.
- Works with SAHMRI based programs as directed that support the Chronic Disease Consortium and translation of research into practice.
- Universities and other identified education/Registered Training Organisation (RTO) partners
- Aboriginal Community Control Health Services that provide Primary Care to our Aboriginal Patients.
- Works with other Non-Governmental Organisation (NGO) Community mental health, drug and alcohol, justice and other prisoner support services
- Country and Metro Local Health Networks (LHN) Non-Government organisations or other government organisations and agencies

Challenges associated with Role:

Major challenges of the role will include:

- Keeping professionally up to date with relevant research, technological advances and models of care.
- Working within a cultural context, supported by SA Health Aboriginal Health policy with patients, carers, families and communities where there are multiple complexities, diverse cultural backgrounds and expectations of consumers.

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- Accepting responsibility for the maintenance and currency of one's own cultural and clinical knowledge, professional competence and contemporary practices.
- Working collaboratively within the multidisciplinary team, across organisational Divisions/sites within CALHN potentially challenged by the experiences of casual racism, unconscious bias and institutional racism.
- Working with and managing family and community expectations and balancing within limits of scope of practice and avoiding potential conflict of interest.
- Promoting communication processes to enable best patient/client outcomes and improved health literacy.
- The ability to embrace, adapt and respond positively to change, in a fast paced, unpredictable, complex environment.
- Will be required to work a 7day extended hours roster across sites and clinical areas within TQEH Emergency Department.

Key performance indicators will include:

- Supporting the improved Aboriginal outcomes through the development of best practice strategies.
- Contribute to improved identification of all Aboriginal patients.
- Contribute to embedding the mandatory cultural competency.
- Contribute to the development and improvement of communication strategies to ensure patients/families/carers are better informed, educated and involved in their health care.
- Contribute to improving discharge pathways, including pre-planned transport needs, and establishing and contributing to a referral system that involves family, primary health care, rehabilitation services and follow up specialist care.
- Developing, maintaining and demonstrating contemporary clinical competence to deliver best practice clinical care within the designated acute care setting.

Delegations:

Nil

Special Conditions:

- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth).
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

Exemption:

CALHN has determined that an exemption to prefer Aboriginal and Torres Strait Islander applicants granted by the Equal Opportunity Tribunal of South Australia applies to this position.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Code of Fair Information Practice.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- The Aboriginal and Torres Strait Islander Health Practitioner Board of Australia Registration Standards (including the Codes and Guidelines)
- Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- SA Health/LHN/SAAS policies, procedures and standards

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

The incumbent in addition to maintaining registration with APHRA through CPD will also be required to meet the clinical credentialing requirements with the Nurses Credentialing Committee to demonstrate currency in clinical aspects of defined scope of practice.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

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SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must always act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Reconciliation:

SA Health recognises Aboriginal and Torres Strait Islander peoples as the first Australians, and we celebrate Aboriginal culture and heritage. SA Health acknowledges how historical colonisation has impacted on the health and wellbeing of Aboriginal people.

SA Health is committed to strengthening existing, and building new, relationships with Aboriginal people and communities, and engaging Aboriginal people in decision making processes for matters that affect their lived experiences in the community and through the health system.

SA Health is striving to create culturally responsive, systemic changes to ensure equality for Aboriginal people across all facets of life. SA Health has a policy directive in relation to Reconciliation.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Integrity Statement:

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Time limited care Coordination and Clinical management Plans	<ul style="list-style-type: none"> • As a member of the Aboriginal and Torres Strait Islander Health and Wellbeing Hub work in partnership with TQEH Emergency Department and contribute to the implementation of a sustainable integrated model of service delivery for Aboriginal families which provides support, advocacy, and direct intervention for a range of complex issues and develop preventative strategies and pathways. • As a member of the Aboriginal Health and Wellbeing Hub will work in collaboration with TQEH Emergency Department to undertake brief interventions, lead patient care plans as required for patients and escorts with a flexible approach to time limited case management. • Facilitate cultural care meetings/ family case conferences with identified and nominated family members using a culturally appropriate model to identify problems and concerns to promote independence. • Assist families to problem solve personal challenges using strengths-based approaches, specialised knowledge and skills which promote dignity and family decision making processes. • Identify opportunities to develop health literacy and health education of Aboriginal families, children and young people
Direct/indirect patient/client care	<ul style="list-style-type: none"> • Work legally and ethically within credentialled scope of practice and maintain patient documentation and clinical and cultural records to ensure all medico legal aspects are met. • As a member of a multidisciplinary team, undertake a cultural advocacy role for Aboriginal and Torres Strait Islander patients, to ensure their health and well-being circumstances, and service needs, are considered. • Support integrating contemporary cultural and clinical best practice to support the decision making, innovation and objective analysis. • Use a range of appropriate interventions and treatments to provide direct and indirect clinical care, select and implement different interventions, provide support and oversee individual case management to Aboriginal patients/clients and monitor and evaluate their progress. • Contribute to assessing Aboriginal patients and work with local clinical teams on strategies to achieve culturally safe and competent integrated care. • Collaborate with key stakeholders at meetings and in the development of services to implement evidence-based strategies to improve Aboriginal health outcomes. Apply expertise to the needs of the clients, select and implement different therapeutic interventions and/or support programs and evaluate patient/client progress in the multidisciplinary health care setting. • Support complex discharge planning / hospital avoidance through the provision of education, equipment and referral.

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Key Result Areas	Major Responsibilities
	<ul style="list-style-type: none"> • Support culturally accountable model of practice to identify problems and concerns and encourage Aboriginal patients/families to utilise their own resources, to promote and achieve independence and reviewing and supporting their progress and personal difficulties. • Support the observation and monitoring of problem solving and coping capacities of individuals and assist in ensuring that Aboriginal care experiences are enhanced through the provision of respectful consultation processes. • Identify, collect and share client information in a manner which promotes dignity and allows them to assess and determine strategies that contribute to their wellbeing. • Support families to connect with community-based services to address their needs and which can support them to make sustainable changes where necessary, to enhance the wellbeing and safety of them and their children. • Provide direct clinical intervention in line with credentialled scope of practice and service setting, including but not limited to, Venepuncture, Wound Care, monitoring of vital signs, administration of medications. • Manage own professional development activities (CPD) and portfolio, to ensure contemporary knowledge is maintained to deliver clinical intervention and registration with AHPRA.
Relationship Management	<ul style="list-style-type: none"> • Maintain effective strategic networks and partnerships with key internal and external stakeholders, with Aboriginal communities. • Contribute to opportunities for consumer participation and feedback on the services provided and implement measures to improve the service. • Contribute to broad networks and positive relationships that result in confidence and consistency in service delivery for the victims of domestic violence, mental health and/or drug and alcohol issues. • Maintain appropriate information management systems for community programs and services. • Participate in community, staff and other relevant agency strategies to improve Aboriginal health outcomes.
Service Delivery	<ul style="list-style-type: none"> • Support cultural competency in practice. • Support the provision and coordination of culturally appropriate service delivery within the scope of practice. • Where relevant, guide the redress of social determinates of Aboriginal health outcomes. • Interact and work effectively with internal and external stakeholders, particularly Aboriginal stakeholders and community. • Support patient journey strategies and ensure their families are connected to appropriate services and formal and informal community networks, to assist with their needs and facilitate continuity of service to individuals and families.

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Key Result Areas	Major Responsibilities
Culturally appropriate services	<ul style="list-style-type: none">• Provide culturally competent advice, information and assistance in relation to Aboriginal people to departmental staff that contributes to the goals for health care, service delivery and design.• Support the development and monitoring of continuity of care projects. Engage and collaborate with recognised and appropriate Aboriginal agencies, individuals and communities.
Organisational Contribution	<ul style="list-style-type: none">• Understand and participate in workplace safety initiatives and risk identification and reporting processes.• Comply with infection prevention and control policies and procedures.• Follow the principles of a sustainable working environment by following departmental greening initiatives.• Model ethical behaviour and practices consistent with the SA Government Code of Ethics for South Australian Public Sector employees and agency stated values.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Must have AHPRA recognised Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care (Practice) or equivalent.
- Must hold registration with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (part of AHPRA)

Personal Abilities/Aptitudes/Skills:

- Be known, respected and connected within Aboriginal communities and demonstrate an ability to work in a culturally sensitive and accountable manner, with Aboriginal and Torres Strait Islander individuals, families and communities and non-Aboriginal individuals, whilst maintaining a high degree of confidentiality.
- Use initiative and work in an effective manner, setting priorities under limited direction, either as a member of a team or as a project leader and identify, analyse and resolve complex problems and conflict.
- Conduct research, including accurately documenting work undertaken, and delivering clear and effective written reports.
- Confidently lead, influence and promote the interests of Aboriginal and Torres Strait Islander patients within an acute health service delivery setting.
- Relevant health professional skills competent to an Aboriginal Health Worker role.

Experience

Proven experience in:

- Working effectively with Aboriginal and Torres Strait Islander patients to assist them to address their health needs.
- Engagement activities, clinical health assessment, treatment, referral, psychosocial support and advocacy and associated record keeping for patients with a range of complex health issues.
- Identifying and/or responding to disclosures of family violence and child protection matters in a culturally appropriate manner, with consideration for social and emotional well-being.
- Participation in planning, developing, implementing and delivering a range of projects and group work with a range of complexity that support self-management of health care.
- Participation in and working collaboratively, as part of a multi-disciplinary team, incorporating Aboriginal and/or Torres Strait Islander and other communities, service providers and relevant stakeholders.
- Providing guidance to non-Aboriginal and Torres Strait Islander staff in the context of service provision to Aboriginal patients, families and carers.
- Delivering training workshops on cultural protocols and delivering a range of appropriate and accurate information that supports staff to provide quality culturally sensitive 1:1 and group services.
- Provision of health care services to the Aboriginal Community.

Knowledge

knowledge and understanding of:

- Aboriginal and/or Torres Strait Islander cultures including family and community obligations, community structures and organisations; and the impact of past and present policies.
- Historical and contemporary issues that affect the health and wellbeing of Aboriginal and/or Torres Strait Islander patients, including barriers for Aboriginal and/or Torres Strait Islander patients in accessing services and programs.
- Principles and practices of cultural safety and cultural security.

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- Clinical health care service approaches and health needs of Aboriginal and Torres Strait Islander community.
- Knowledge and understanding of relevant legislation, standards, codes, ethics and competency standards.
- Aboriginal Health care in Primary Health or Acute Settings.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Diploma in Aboriginal and/or Torres Strait Islander Primary Health Care or equivalent.
- Additional qualifications in Mental Health, Drug and Alcohol, Chronic Disease and other relevant clinical areas.

Personal Abilities/Aptitudes/Skills:

- N/A

Experience

- Working with Aboriginal people with complex health needs in the community services sector in service/project planning, implementation and/or evaluation

Knowledge

- Knowledge of the broader determinants of health that impact on the health and well-being of the community.
- Knowledge of chronic disease, mental health, drug and alcohol, homelessness and family violence issues.
- Knowledge of the South Australian Public Health System and administrative policies and practices of Community Health.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Central Adelaide LHN is responsible for promoting and improving the health of central metropolitan Adelaide and the broader community by providing integrated health care and hospital services. Central Adelaide LHN brings together the hospitals of (Royal Adelaide Hospital [RAH] as a major tertiary facility, The Queen Elizabeth Hospital [TQEH] as a general hospital, and our rehabilitation hospitals Hampstead Rehabilitation Centre [HRC] and St Margaret's Hospital [SMH]), and a significant number of mental health and primary health care services. Central Adelaide LHN also governs a number of statewide services including SA Dental Service, SA Prison Health Service, Breast Screen SA and DonateLife SA, and has financial administrative responsibility for Statewide Clinical Support Services incorporating SA Pathology, SA Medical Imaging and SA Pharmacy.

Health Network/ Division/ Department:

Aboriginal and Torres Strait Islander Health and Wellbeing Hub

Services provided by the Aboriginal Hub have a mandate to identify and engage Aboriginal inpatients, their escorts and families to ensure their treatment and clinical outcomes are maximised through provision of cultural safety, health literacy and that the hospital environment enables and strengthens cultural identity. It is to ensure that culture is not just a risk factor but is a valuable enabler to facilitate healing and better health outcomes. Therefore, maximising inpatient treatment outcomes, hospital avoidance, Outpatient and Emergency Department avoidance where possible and supporting early discharge for those whose care needs can be met safely in the community setting.

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The Aboriginal Hub does this by providing care to vulnerable Aboriginal patients with complex health issues, providing acute/sub-acute clinical intervention and support and education to improve their capacity to manage the condition/s, prevent complications, and improve their overall health. It also provides early intervention services that support Aboriginal patients to be good self-managers of their health, to maintain good health and wellbeing, and to prevent future complications and possible Emergency Department/ hospital admissions.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here, and we will provide the best service to our patients and customers
Teamwork:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- always acting in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: _____ **Role Title:** _____

Signature: _____ **Date:** _____

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name: _____ **Signature:** _____

Date: _____