

## Statement of Duties

<b>Position Title:</b> Multicultural Health Liaison Officer	<b>Position Number:</b> 516017	<b>Effective Date:</b> October 2018
<b>Group and Unit:</b> Tasmanian Health Service (THS) – North West Regional Hospital (NWRH)		
<b>Section:</b> Social Work	<b>Location:</b> North West	
<b>Award:</b> Health and Human Services (Tasmanian State Service)	<b>Position Status:</b> Permanent	
	<b>Position Type:</b> Part Time	
<b>Level:</b> Band 4	<b>Classification:</b> General Stream	
<b>Reports To:</b> Manager - Social Work Services		
<b>Check Type:</b> Annulled	<b>Check Frequency:</b> Pre-employment	

### Focus of Duties:

Improve access for people from culturally and/or linguistically diverse (CALD) backgrounds to services provided by the Tasmanian Health System and enable them to gain maximum benefit from these services.

Facilitate the provision of culturally sensitive and appropriate services to clients of the THS - North West from culturally and/or linguistically diverse backgrounds.

### Duties:

1. Promote knowledge and understanding, within the CALD communities of the North West Region, of health care services provided by THS and facilitate and promote effective communication between parties pertaining to the needs and concerns of these communities in relation to health care provided by the THS - North West.
2. Establish, maintain and promote effective networks and communication at a local and state wide level and act as a point of contact for the multicultural community when interfacing with THS.
3. Work collaboratively with relevant THS and community stakeholders to ensure that systems appropriately support culturally and linguistically diverse patients including but not exclusive to awareness, training and policy.
4. Act as a resource within the THS North West on matters related to cultural sensitivity and inclusiveness.
5. Provide education to managers and staff to facilitate an understanding of culturally and linguistically diverse cultures, heritage and values.
6. Provide advice on the hospital environs to foster an environment which meets the needs of a diverse community.

7. Ensure that the Multicultural Health Liaison Service is accountable and evaluated through collection of appropriate data, documentation and reporting.
8. Ensure effective handover to the Social Work team to continue working with clients in the absence of the Multicultural Health Liaison Officer.
9. Actively participate in team meetings and PD events.
10. Participate in strategic discussions to address adverse trends in relation to the provision of acute care services to culturally and linguistically diverse patients.
11. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
12. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### **Scope of Work Performed:**

The Multicultural Health Liaison Officer works under the general supervision of the Manager - Social Work Services, and is responsible for:

- Ensuring the THS - North West provides culturally appropriate, efficient and effective support, advocacy and referral services for patients/clients and their families/carers from culturally and/or linguistically diverse backgrounds.
- Development and facilitation of, the delivery of cultural awareness and other appropriate education to staff of THS - North West relevant to the target group.
- Complying at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

### **Essential Requirements:**

*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a) crimes of violence
  - b) sex related offences
  - c) serious drug offences
  - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

**Desirable Requirements:**

- Qualifications in a health or welfare related discipline.
- Current Driver's Licence.

**Selection Criteria:**

1. Demonstrated ability to effectively communicate and work with people from culturally and/or linguistically diverse backgrounds, health care providers and other service providers.
2. Ability to guide and inform the organisation's strategic planning objectives.
3. Well-developed communication, advocacy, negotiation and conflict resolution skills.
4. Ability to be self-motivated and self-directed, including demonstrated problem solving skills and the ability to optimise the use of resources.
5. Ability to plan, conduct and evaluate cultural awareness education programs.
6. Competence in computer applications including the use of word processing, databases and web based resources.

**Working Environment:**

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

*State Service Principles and Code of Conduct:* The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

*Fraud Management:* The Department of Health and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

*Delegations:* This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DoH and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

*Blood borne viruses and immunisation:* Health Care Workers (as defined by DoH and THS policy) with the Department of Health and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

*Records and Confidentiality:* Officers and employees of the Department of Health and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

*Smoke-free:* The Department of Health and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.