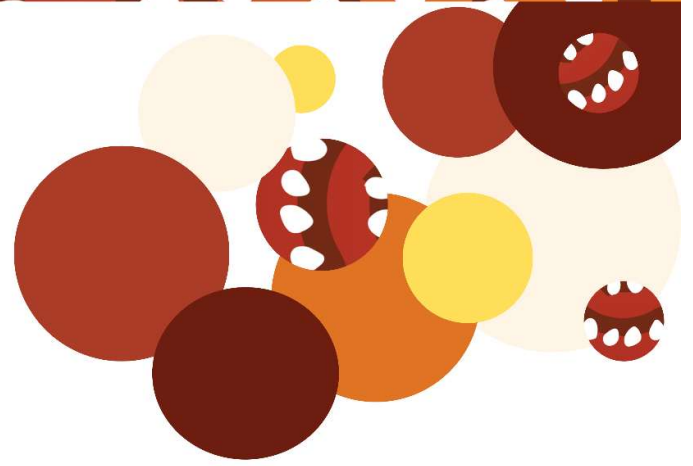




NUNYARA
ABORIGINAL HEALTH SERVICE INC.



Job & Person Specification

Aboriginal Disability Liaison Officer

The word Nunyara means Restored to health and comes from the language spoken by the Barnjarla people traditional owners.

Nunyara is an Aboriginal Community Controlled Health Service and is committed to meeting community needs by providing culturally appropriate primary health care and health promotion programs for the Aboriginal community in Whyalla, as well as education and advice to help families access the services they need from Government and mainstream services.

Organisations Values

Our values are Honesty, Respect and Integrity

Honesty	We show honesty by speaking truthfully, within the boundaries of confidentiality. This is shown in our dealings within the organisation and with our consumers and partners by saying what we mean and meaning what we say, keeping our promises, telling the truth tactfully, providing honest feedback and answers and admitting to mistakes.
Respect	We show respect by speaking and acting with courtesy. We treat others with dignity and use culturally appropriate ways of communicating. This is shown in our dealings within the organisation and with our consumers and partners by treating everyone fairly, communicating so people can understand, listening to others, and seeking and providing feedback.
Integrity	We show integrity by honouring our values and the rules of our organisation, government and nation. This is shown in our dealings within the organisation and with our consumers and partners by doing the right thing, abiding by the values, standing up for what we believe in, and taking responsibility for our mistakes.

Job and Person Specification

POSITION SUMMARY

Position Title	Aboriginal Disability Liaison Officer
Classification Code	Administrative Grade 4
Type of Employment	Fixed Term – Until June 2027
FTE	1.0 FTE
Position Created	August 2023
Last Review Date	April 2026
Next Review Date	April 2027

PERFORMANCE MONITORING

The incumbent is required to participate in a regular 1:1 Super Yarn meeting between supervisor and supervisee, in order to meet organisational, professional and personal objectives. Commonly referred to as a Performance Development Review, Supervision Meeting, or Appraisal. Which will include a review of employee's performance against the responsibilities, performance outcome measures associated with the position and demonstration of appropriate behaviours which reflect a commitment to the Nunyara Aboriginal Health Service Inc.

QUALIFICATIONS

Essential	<ul style="list-style-type: none"> A South Australian current driver's licence and willingness to drive is essential.
Desirable	<ul style="list-style-type: none"> Experience in providing services to Aboriginal communities
Special Conditions	<ul style="list-style-type: none"> Some Intra/Interstate travel may be required necessitating overnight absences and out of hours work. Some approved out of hours work may be required for which time in lieu (TOIL) arrangements may apply. The incumbent will be required to strictly observe the confidentiality of information received and given. Successful applicant must be prepared to submit to a National Police Clearance and DCSI checks.
Salary / Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020

Job and Person Specification Approval

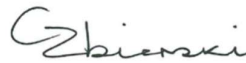
Signature:



Date:

Position: Chairperson
Nunyara Aboriginal Health Service

Signature:



Date:

Position: CEO
Nunyara Aboriginal Health Service

Team Structure

Supervisor Reports to:

Supervisor's Position:

This Position:

Staff Supervised:

(This reporting relationship aligns with the organisation's planned transition to the future operating model (as discussed). Implementation will occur in a staged and consultative manner, with affected staff engaged as responsibilities and reporting arrangements move under their supervision)

Executive Operations Manager
Integrated Care Team Leader,
Aboriginal Disability Liaison Officer
NIL

OTHER POSITIONS WITHIN THE ORGANISATION

Chief Executive Officer, Executive Operations Manager, CQI & Projects Co-ordinator, Finance Manager, Clinic Manager, Practice Manager, Integrated Care Team Leader, Corporate Services Manager, Specialist Support Co-ordinator Support Co-ordinator, Aboriginal Disability Liaison Officers, Elder Care Co-ordinator Elder Care Connectors, Senior Clinic Receptionist, Chronic Care Co-ordinator Patient Journey & Visiting Service Co-ordinator, People, Culture & Capability Officer, Clinic Receptionists Maintenance Officer, Community Medical Practitioners, Practice Nurses Registered Nurses, Aboriginal Health Practitioners, Transport Officers

Visiting specialists & Health Professionals including:

- Respiratory Physician & Nurse
- Paediatrician
- Dietician
- Podiatrist
- Grief and Loss Counsellor
- ENT and Audiologist
- Optometrist
- Speech Pathologist
- Physiotherapist
- Psychologist
- Occupational Therapist

Contractors Including:

- Stock Management
- Medical Practitioner
- Medical Director
- Pharmacist

Role Description

OVERVIEW

The purpose of the Aboriginal Disability Liaison Officer is to support Aboriginal and Torres Strait Islander people with a disability to access services under the National Disability Insurance Scheme.

The Commonwealth represented by the National Disability Insurance Agency (NDIA) has entered into an Agreement with the National Aboriginal Community Controlled Health Organisation (NACCHO) to provide funding to identified member service ACCHO's to employ Aboriginal Disability Liaison Officers (ADLOs). NDIA is implementing the ADLO program to support Aboriginal and Torres Strait Islander people with Disabilities to navigate the NDIS.

The primary role of the Aboriginal Disability Liaison Officer (ADLO) includes and is not limited to providing outreach to Aboriginal and Torres Strait Islander communities in a culturally sensitive manner, breaking down barriers to accessing the NDIS and developing trust and rapport.

Position Characteristics

The **Aboriginal Disability Liaison Officer** is responsible for a range of tasks including:

- a) Provide outreach to Aboriginal and Torres Strait Islander communities in a culturally sensitive manner, breaking down barriers to accessing the NDIS and developing trust and rapport.
- b) Link potential Participants to their PITC and/or Customer, including through online platforms and resources.
- c) Support potential Participants and their representatives to attend appointments to get functional assessments and other evidence for access requests.
- d) Linking potential Participants to their PITC or Customer to help complete Access Request Forms (ARF), Verbal Access Request (VAR) and psychosocial Disabilities evidence forms.
- e) Supporting potential participants in obtaining updates with respect to submitted forms from the relevant PITC and/or Customer.
- f) Linking Aboriginal and Torres Strait Islander people who are not eligible for NDIS to community mainstream supports and/or refer them to their PITC to support linkages to the community and mainstream supports.
- g) Supporting Participant handover to PITC and/or NDIA by: assisting participants or potential Participants build a positive relationship with local PITC and/or the NDIA.
- h) Supporting local PITC and/or the NDIA to understand the needs and circumstances of Participants or potential Participants.
- i) Working together with PITC and/or the NDIA to develop trust and rapport with the Participants or potential Participants; and supporting Aboriginal and Torres Strait Islander Participants and their representatives to link positively with PITC and/or the NDIA.
- j) The ADLOs also perform collaboration activities including working collaboratively with already existing NDIA community engagement activities, including but not limited to:
 - a. Community and mainstream engagement activities
 - b. Health Liaison Officers
 - c. Justice Liaison Officers
 - d. Remote Community Connectors, and

- e. Partners in the Community

Level Characteristics

The **Aboriginal Disability Liaison Officer** position is classified at the Aboriginal Community Controlled Health Services Award 2020, **Administrative Grade 4** classification by the virtue of:

- a) Positions at this grade usually work under general direction within clear guidelines and established work practices and priorities, in functions which require the application of knowledge, skills and techniques appropriate to the work area. Work at this grade requires a sound knowledge of program, activity, policy or service aspects of the work performed within a functional element, or a number of work areas. The Grade 4 position is the first grade where technical or professional qualifications may be required or desirable.
- b) Work is usually performed under general direction and may cover a range of tasks associated with program activity or administrative support to senior officers. Tasks may include providing administrative support to staff within technical or professional structures. This may include the collection and analysis of data and information and the preparation of reports, publications, papers and submissions including findings and recommendations.
- c) Positions at this level may have supervisory responsibilities over staff operating a wide range of equipment or undertaking a variety of tasks in the area of responsibility.

It is desirable that staff at this grade have Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 1.

Aboriginal and/or Torres Strait Islander knowledge and cultural skills-level 1 which means:

- a) an understanding, awareness and sensitivity to Aboriginal and/or Torres Strait Islander culture and lore, kinship and skin relationships, local cultural values, the ability to conduct oneself in a culturally appropriate manner and an understanding that Aboriginal and/or Torres Strait Islander culture is not homogenous throughout Australia;
- b) where relevant, a knowledge of one or more relevant Australian Aboriginal and/or Torres Strait Islander language groups;
- c) an ability to deliver or assist in the delivery of effective and appropriate services to an Aboriginal and/or Torres Strait Islander clientele through knowledge of the relevant Australian Aboriginal and/or Torres Strait Islander community, the ability to effectively communicate with Aboriginal and/or Torres Strait Islander people, and a

knowledge of cultural conventions and appropriate behaviour;

- d) an awareness of the history and role of Aboriginal and/or Torres Strait Islander organisations in the relevant region, an understanding of the organisations and their goals and the environment in which the organisations operate;
- e) the ability to function effectively at work in an Aboriginal and/or Torres Strait Islander organisation; and
- f) an understanding and/or awareness of the concepts of Aboriginal and/or Torres Strait Islander self-determination and Aboriginal and/or Torres Strait Islander identity.

Working Relationships / Partnerships

The South Australian West Coast ACCHO Network (SAWCAN) is a partnership consortium consisting of five ACCHOs on the Eyre Peninsula and Far West Coast of South Australia:

1. Nunyara Aboriginal Health Service
2. Port Lincoln Aboriginal Health Service
3. Yadu Health Aboriginal Corporation
4. Tullawon Health Service
5. Oak Valley Health Service

The purpose of SAWCAN is to work collaboratively as a region to:

- Build capacity within the region to achieve improved health and wellness outcomes for Aboriginal people
- Demonstrate a strengths-based approach to achieving large scale solutions
- Share and co-operate with each other to utilise each other's skills, experience and specialist knowledge
- Leverage opportunities by advocating as one voice
- Become a central point of contact that provides advice and direction to external parties on any Aboriginal specific funds and programs coming into our region as it relates to health and wellbeing
- Act as a point of truth telling and supporting each other

In addition to Nunyara's employees, this position will work closely with all members of SAWCAN.



Key Performance Indicators

Aboriginal Disability Liaison Officer

The **Aboriginal Disability Liaison Officer** will use the Key Performance Indicator Section of this Job and Person Specification to continually assess their performance against the key tasks, and update and add to these indicators at regular intervals. The Key Performance Indicators are an integral element of measuring the achievements of the position and should be utilised as an ongoing tool in order to evaluate the position and service provided.

KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
Education and Awareness Raising about the NDIS	Provide culturally appropriate outreach to Aboriginal and Torres Strait Islander communities	Delivery during reporting period			
	Deliver NDIS awareness and education sessions	Increased awareness and understanding of the NDIS			
	Break down barriers to accessing the NDIS and build trust and rapport				
	Undertake broad community engagement and promotion		Improved community trust and engagement		
	Collaborate with NDIA community engagement activities and partners (e.g. Health Liaison Officers, Justice Liaison Officers, Remote Community Connectors, PITC)	Stronger collaboration with partner organisations			
	Support participants to access the NDIS	Increased number of Aboriginal and Torres Strait Islander people accessing the NDIS			



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KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
Access to the NDIS	Link participants to PITC and/or NDIA (Customer)	Improved quality and completeness of applications			
	Assist with Access Request Forms (ARF), Verbal Access Requests (VAR), and psychosocial evidence forms				
	Support participants to attend appointments for functional assessments and evidence gathering				
	Assist participants in obtaining updates on submitted applications	Timely progression of applications			
	Attend GP and AHP appointments to support appropriate documentation				
	Support participant handover to PITC/NDIA and build positive relationships	Strong participant engagement with PITC/NDIA			
	Support PITC/NDIA to understand participant needs and circumstances				
	Maintain and update tracking spreadsheets	Accurate and up-to-date monitoring data			
Stakeholder Engagement and Relationships	Provide culturally safe practice advice to NDIA, NACCHO, and PITC	Strong stakeholder relationships established			
	Build relationships and trust with stakeholders	Improved service coordination and communication			
	Maintain communication with PITC/LACs				
	Support cross-agency collaboration	Multiple collaborative activities delivered over 18 months			



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KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
Community of Practice	Participate in monthly COP meetings	Consistent attendance at monthly COP meetings			
	Share challenges, successes, and best practices	Improved knowledge sharing across services			
	Contribute case insights and systemic issues	Systemic issues identified and escalated			
	Ensure team representation at meetings	Strengthened collaboration and practice improvement			
Providing Advice and Place-Based Solutions	Identify barriers and enablers to NDIS access	Barriers and enablers documented			
	Consult with community groups and participants	Community-informed solutions developed			
	Capture feedback using structured templates	Improved NDIS access pathways			
	Share insights at COP meetings	Ongoing contribution to system improvements			
	Provide advice to NACCHO and NDIA				
Reporting	Provide reporting in line with service agreements	Reports submitted on time and accurately			
	Develop annual plans, budgets, and risk plans	Compliance with service agreement requirements			
	Complete 6-monthly and ad hoc reports	Clear documentation of performance and outcomes			
	Maintain accurate data and use NACCHO templates	Reliable data available for monitoring and evaluation			
Relationships	Build relationships between community and service providers	Improved collaboration between community and providers			



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KPI Area	Responsibilities / Key Tasks	Expected Outcomes / Measures	Employee Comments	Supervisor Comments	Rating
	Provide GP education on eligibility processes	Enhanced quality of assessments and referrals			
	Work with specialists, therapists and providers for assessments	Increased culturally safe service delivery			
	Support understanding of participant needs across services	Evidence captured in participant notes and data systems			
Community Case Management	Support participants not eligible for NDIS or Aged Care	Participants connected to appropriate alternative supports			
	Link to mainstream and community supports	Reduced service gaps for ineligible participants			
	Assess needs and match appropriate services	Improved outcomes through appropriate referrals			
	Refer to PITC or other pathways as needed				
	Track redirected participants	Number of redirected participants recorded and reported			

These KPI's may be changed from time to time in consultation with Nunyara and the employee

Scope of Work

1. Teamwork and Communication

- Promote the role and services of Nunyara; foster positive working relationships; contribute to committees and planning

2. Documentation and Administration

- Maintain accurate records; provide reports and statistics; ensure confidentiality; assist with policy development

3. Quality Improvement

- Participate in CQI, accreditation and mandatory training; support WHS and infection control

4. Professional Development

- Maintain registration; complete mandatory training; mentor staff and students; contribute to education programs

6. Customer Service

- Deliver respectful, culturally safe service; support client decision-making; uphold confidentiality and values

7. Organisational Contribution

- Participate in planning, meetings, and organisational initiatives; support colleagues; foster positive workplace culture

GENERAL

Employees have a responsibility and obligation to comply with statutory and organisational requirements, procedures and rules that are introduced to ensure a safe and healthy work environment, free of discrimination and will contribute to these objectives by:

- Contribute to the achievement of outcomes, as identified in the Nunyara Strategic and any Activity Plans by:
- Comply with policies, procedures, and codes of conduct
- Contribute to risk management and WHS including identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and near misses in the workplace and correctly utilising PPE
- Uphold privacy, confidentiality, and records management
- Participate in continuous improvement, cultural awareness training and performance reviews
- Comply with and have a working knowledge and understanding of Infection Control policies and procedures.
- Promoting awareness and compliance with Equal Employment Opportunity principles.



- It is the responsibility of every employee to ensure that no official record created or received (in any format) is destroyed without following prescribed retention procedures and subsequent authorisation. It is further the responsibility of every employee to ensure they gain an understanding of what constitutes an official record. It is a requirement that all employees will adhere to the prescribed Policy, Procedures & Practices of this organisation in relation to records management.

This Position Description will be reviewed regularly, at least every 12 months, and when necessary during the course of the 12 months, by the Supervisor together with the incumbent. This regular review will ensure the Position Description is up to date and accurately reflects the duties carried out by the incumbent.

Date: _____

Acknowledged by Occupant (Signature): _____

Please print your First and Last name: _____

Selection Criteria

Essential Minimum Requirements

[including qualifications, skills, experience and knowledge]

1. Ability to organise and prioritise own work with supervision as required
2. Word processing and computer skills including the ability to learn and use new software and applications
3. Ability to liaise and form working partnerships with internal and external stakeholders
4. Demonstrated effective interpersonal skills with people from a diverse range of backgrounds, particularly those people's representative of the Whyalla Aboriginal Community and health professionals
5. Well-developed communication skills including the ability to communicate effectively with Aboriginal and Torres Strait Islander peoples and be able to work in a manner which considers community kinship systems
6. Demonstrate a knowledge and understanding of the principles of Equal Employment legislation and Work Health and Safety
7. Excellent time management, communication skills and a positive attitude
8. Demonstrated ability to use discretion and maintain confidentiality
9. Some experience in using various office equipment

Desirable Minimum Requirements

[to distinguish between applicants who have met all essential requirements]

1. Previous experience in a NDIS service setting
2. An understanding of the role and function of the Nunyara Aboriginal Health Service.
3. Relevant certifications or study in the Disability and Mental Health field.
4. Experience in working with people with a disability and their support networks
5. Demonstrated experience engaging and supporting participants and their families to enable them to understand new information and make informed decisions
6. A sound understanding of person-centred thinking, the principles of the NDIS and the National Disability Service Standards
7. Comprehensive understanding of contemporary Aboriginal and Torres Strait Islander issues
8. Community Engagement experience with Aboriginal people