

POSITION DESCRIPTION

Multicultural Health Officer Community Partnerships and Health Literacy



Northern Sydney
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Health Educ Off Grad ,HealthEduc Off Non-Grad
State Award	Public Hospital (Professional & Associated Staff) Conditions of Employment (State) Award
Category	Project Management Project Officer
Vaccination Category	Category A
ANZSCO Code	251911 Health Promotion Officer
Website	www.nslhd.health.nsw.gov.au/

PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The role's purpose is to partner with consumers and community leaders from Culturally and Linguistically Diverse (CALD) backgrounds to improve the health literacy of consumers accessing Primary and Community Health (PaCH) Services in the Northern Sydney Local Health District.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.



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ESSENTIAL CRITERIA

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

You must ensure you abide by the NSW Health Code of Conduct, this includes supporting, cultivating, and participating in a respectful work culture without aggression, sexual harassment, discrimination and racism. You are encouraged to speak up if you observe or experience inappropriate work place behaviours. NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

KEY ACCOUNTABILITIES

- Develop, implement and evaluate strategies to improve the health literacy of PACH consumers. This includes partnering with CALD communities to develop culturally appropriate health information resources
- Engage with consumers, community and religious/spiritual leaders and community organisations to identify and utilise communication channels in CALD communities for the dissemination of health information
- Support PACH services to implement the Partnering with Consumers NSQHS Standard
- Coordinate Multicultural Health, Refugee Week and Interpreter Week activities in the NSLHD
- Coordinate Multicultural Health Service media opportunities, intranet, internet and social media activities in consultation with NSLHD Corporate Communications and Design and Print
- Represent the Multicultural Health Service at key community and interagency meetings and participate in interagency initiatives to improve the health literacy of CALD communities
- Ensure all project activities are informed by good practice, conducted within a quality improvement framework, evaluated and reported on order to contribute to the development of good practice in health literacy in NSW health services
- Develop high level work plans, progress and project reports, and presentations and contribute to the NSLHD Multicultural Policies and Services Program (MPSP) report

KEY CHALLENGES

- Maintaining strong partnerships with a diverse range of CALD consumers and communities
- Working independently with minimum supervision, whilst working collaboratively within a team
- Balancing the expectations of communities with available resources in the health service

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KEY RELATIONSHIPS

Who	Why
Manager, Multicultural Health Service	Direct line manager
Multicultural Health Service staff	Working together as a team to improve the health and well-being of CALD communities in the NSLHD and meet key performance indicators
Staff from NSLHD Primary and Community Health Services	Working in partnership to plan, implement and evaluate strategies to improve the health literacy of consumers
CALD community groups, community leaders and spiritual/religious leaders	Engage in all project activities
NGOs, government agencies, local health districts and pillars	Information sharing and participation in joint programs and initiatives

SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. Tertiary qualifications in health, health communications, social marketing or social sciences and demonstrated work experience.
3. Demonstrated knowledge and understanding of the health needs of CALD communities, including refugee communities and small, emerging communities, health literacy and consumer engagement including current policies and frameworks.
4. High level interpersonal communication skills including consultation, conflict resolution and advocacy and experience in establishing and maintaining partnerships with community groups, government and non-government organisations.
5. Demonstrated high level written communication skills including the ability to write in plain language for a range of mediums including reports, print, web and social media, experience in resource development and highly developed computer skills.
6. Highly developed organisational and team skills including the ability to prioritise, work on a variety of activities simultaneously, maintain attention to detail and deliver high quality work in agreed timeframes.
7. Demonstrated experience in computer skills including Microsoft Office applications.
8. Current unrestricted NSW driver's licence and willingness to drive throughout the NSLHD as part of the role.