

POSITION DESCRIPTION

Senior Multicultural Health Development Officer



Northern Sydney
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Senior Health Education Officer
State Award	Health Employees (State) Award
Category	Allied Health Health Education Officer
Vaccination Category	Category B
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 purpose of the position is to provide high level leadership to NSLHD services to build capacity to provide culturally responsive health services that meet the needs of patients/clients from culturally and linguistically diverse (CALD) backgrounds. The position works in partnership with NSLHD staff and CALD patients/clients to improve access to services, quality of care and the patient experience. The position is also responsible for contributing to the development of a culture of continuous quality improvement and innovation in the Multicultural Health Service.

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

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. 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

- Provide consultancy and advice to NSLHD services on the development, implementation and evaluation of innovative projects and strategies to improve the delivery of culturally responsive health services that meet the NSW Multicultural Policies and Services Program (MPSP), NSW Health policy requirements, the NSQHS Standards (2nd Edition) and key performance indicators in state and local multicultural health plans.
- Lead the design, implementation and evaluation of cultural responsiveness training for the NSLHD including the convening of Training Working Groups. Facilitate access to information and resources to support the provision of evidence-based services and programs to consumers from CALD backgrounds.
- Monitor interpreter usage, complaints and prepare data on the usage of interpreting services in the NSLHD.
- Contribute to a culture of continuous quality improvement and innovation in the Multicultural Health Service and apply an evidence-based approach to policy and program development, implementation and evaluation.
- Provide high level strategic and operational support to the Manager, Multicultural Health Service to ensure the service meets NSQHS accreditation processes.
- Manage the Work Health and Safety processes in the Multicultural Health Service and the Incident Management System (IMS+) including incidents relating to interpreting services across the NSLHD.
- Develop, maintain and support effective partnerships with internal and external stakeholders and represent the Multicultural Health Service in key internal committees and working groups.
- Develop high level work plans, progress and project reports, funding submissions, journal articles, presentations and contribute to the NSLHD Multicultural Policies and Services Program (MPSP) report.

KEY CHALLENGES

- Achieving outcomes within an agreed timeframe.
- Managing a number of projects and deadlines simultaneously.
- Developing and maintaining complex partnerships with diverse stakeholders.

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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 facilities and services	Working in partnership to plan, implement and evaluate projects and strategies to improve the cultural responsiveness of services
NGOs, government agencies, local health districts and pillars and community groups	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 a health related field and experience managing multicultural health projects in a health setting.
3. Demonstrated understanding and knowledge of the health, settlement and social needs of CALD communities, including refugees and small, emerging communities.
4. Demonstrated experience in implementing the NSW Multicultural Health Policies and Services Program (MPSP) in a health setting and understanding of NSW multicultural health plans and policy directives.
5. Demonstrated high level analytical, conceptual and problem solving skills and experience implementing continuous improvement and evidence-based activities, programs and data management.
6. Highly developed communication, training, and interpersonal skills including negotiation, advocacy and conflict resolution and demonstrated ability to produce high quality correspondence, reports and presentations that require minimal editing.
7. Demonstrated ability to work autonomously, meet deadlines, produce work with a high level of accuracy and attention to detail and experience with Microsoft Office applications.
8. Current unrestricted Australian drivers licence and willingness to drive in the NSLHD as part of the role.