



POSITION DESCRIPTION

Position Title	Cultural Liaison Officer (Justice)	Department	Community Services
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Community, Justice and Partnerships Team Leader	Date Revised	December 2017

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

□ **Position Summary**

Red Cross is now actively progressing its Strategy 2020 agenda to clearly focus our efforts over the coming years and position us to make a real and lasting difference to the lives of people in Australia and overseas. Consequently, Queensland is realigning its operations to the revised goals and outcomes which present a much sharper focus of what we are going to do over the next five years. The position’s primary responsibility is to operationalise *Strategy 2020 – Goal 4: Improve the wellbeing of those experiencing extreme vulnerability* through implementation of Community Based Health and First Aid (CBHFA) in Action Prison Program.

Based predominantly at Townsville Corrections and reporting to the Community, Justice and Partnership Team Leader, the **Cultural Liaison Officer (Justice)** will work closely with Red Cross Regional Service Team and National Community Programs to support the development and implementation of the CBHFA prison program, ensuring a culturally appropriate approach. The pilot will establish the platform for future state-wide roll out of the CBHFA program and aims to provide evidence and learnings that can be utilized across Australia. The position will be working with prisoners engaged as special status volunteers in the corrections setting; co-facilitating structured training and providing ongoing support to undertake improvement initiatives identified by prisoners within their communities. The Cultural Liaison Office (Justice) will provide essential cultural advice, leadership and guidance to support the development of the CBHFA program and its resources in Australian correctional facilities. This position will provide expert knowledge and skills, and cultural competency that will guide the programs adaption to ensure the needs of Aboriginal and Torres Strait Islander prisoners are met through program delivery. The position will further support and guide Red Cross and external partners to help achieve common goals by influencing changes within correctional facilities to maintain engagement from the Aboriginal and Torres Strait Islander prisoners and staff within the prison community.

Service users will benefit from this role’s ability to ensure people from Aboriginal and Torres Strait Islander backgrounds participate in all levels of program planning and delivery as it strives to meet the project aims of reducing violent incidents within prison, improve health and wellbeing of offenders and reduce recidivism.

□ Position Responsibilities

Key Responsibilities - technical

Holding a key advocacy and support role you will be accountable for contributing to the implementation and ongoing development of a cultural competent CBHFA Prison program with the following overarching responsibilities:

Cultural Advice and Support

- Applied knowledge and understanding of Aboriginal and Torres Strait Islander communities, needs and relationships including the complex roles of families in decision making and health outcomes
- Provide knowledge and advice to ensure ongoing engagement of Aboriginal and Torres Strait Islander prisoners and partners in the development and delivery of CBHFA in Correctional settings

Stakeholder Engagement

- Maintaining close liaison and working relationships with Townsville Corrections Centre staff and other stakeholder partners connected to the facility
- Engage with relevant stakeholders to ensure appropriate inclusion in the program delivery
- Contribute to and participate in Townsville Corrections Centre team meetings and processes, as requested by line manager
- Support external partners to prioritise and implement the necessary resourcing which will provide ongoing support and leadership for CBHFA within correctional facilities
- Contribute to relevant groups and forums associated with CBHFA including the National Working Group for CBHFA to guide our collective learning and ability to meet the needs of Aboriginal and Torres Strait Islander prisoners.

Project Development and Support

- Review and develop program resources that contribute to the cultural competence of the program and its application in the Australian context
- Support the development of necessary policy and operating guidelines and more specifically the development of program specific resources that will ensure cultural safety
- Contribute to the organisations action learning approach to CBHFA in the corrections setting.

Key Responsibilities - general

□ Humanitarian Placed Based and General Activities

- Contribute to the monitoring and review of policies, procedures and work instructions for CBHFA, ensuring they are relevant, culturally relevant and mirror organisational and legislative practices - Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
- Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation
- Adhere to the Standards of Behaviour set out in the Red Cross Child Protection Code of Conduct and Child Protection Policy and at all times engage in child safe practices

□ Administration

- Collate and update data systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Collect and action accordingly administration related correspondence, emails, and general enquiries pertaining to all aspects of the program under the guidance of the line manager

- Position Selection Criteria

- **Technical Competencies**

- **Essential**

- Extensive experience working with Aboriginal and Torres Strait Islander communities and awareness of cultural protocols when consulting with Aboriginal and Torres Strait Islander people
 - Experience developing and driving necessary change and improvements to ensure organisations are culturally competent
 - Experience and understanding of the Australian justice system and the specific needs of Aboriginal and Torres Strait Islander people
 - Demonstrated ability to drive service development that is client centred
 - Demonstrated good communication and interpersonal skills to build rapport and establish positive and constructive relationships with potential partners, community members, Red Cross staff and other key stakeholders
 - Demonstrated ability to facilitate sessions, activities and group work, within challenging environments
 - Capacity to provide input into the analysis of complex situations/problems and assist in the development of logical and achievable solutions
 - Ability to support implementation and risk minimisation strategies and contribute to maintaining a physically and emotionally safe environment.
 - Proven highly developed organisational and time management skills

- **Desirable**

- Applied knowledge of the role of volunteers and how they can add value
 - Senior First Aid Certificate

- **Qualifications/Licenses**

- Tertiary qualifications in human services or a related field

- **Behavioural Capabilities**

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
 - **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
 - **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
 - **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

- **General Conditions**

- All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
 - Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct

- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters