



## POSITION DESCRIPTION

Classification	APS6
Position Title	Indigenous Liaison Officer
Group	People & Culture
Section	Culture, Capability & Performance
Reporting Manager	Assistant Director- Culture, Capability and Performance
Location	All locations
Status	Full-Time, Ongoing

The Aged Care Quality and Safety Commission (the Commission) was formed on 1 January 2019. The role of the Commission is to protect and enhance the safety, health, wellbeing and quality of life of people receiving aged care.

The Commission is the national end-to-end regulator of aged care services and the primary point of contact for consumers and providers in relation to quality and safety. Our vision is to support a world-class aged care system driven by empowered consumers who enjoy the best possible quality of life.

We aim to build confidence and trust in aged care, empower consumers, promote best practice service provision, promote quality standards and hold providers to account for their performance against the expected standards of care. We seek to promote an aged care system that develops safer systems of care, inculcates a culture of safety and quality, and learns from mistakes, while providing the oversight that can assure the community that aged care services are operating as they should, including working on continuous improvement.

### About the position:

To mentor and support Indigenous Apprentice Program (IAP) participants at the Commission, ensuring the success of the program by providing cultural, pastoral and educational support to the participants, their managers, ISN mentors and other stakeholders.

### Key Accountabilities:

- Work with Commission staff to develop and maintain the internal processes, systems and documentation required for the successful running of the IAP.
- Liaise with Services Australia through the recruitment, selection and onboarding of IAP participants and throughout the life of the program.
- Mentor IAP participants for their success within the program and at the Commission.



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- Develop and implement individualised plans with the IAP participants to support their development, retention, performance and well-being at the Commission.
- Develop and conduct cross-cultural awareness and learning opportunities for managers of IAP participants and other relevant Commission staff.
- Develop and provide oversight to a mentoring program for IAP participants with the Indigenous Staff Network.
- Ensure consistency across the program, including processes, probationary periods and expectations of participants and their managers.
- Provide reporting as agreed on the progress of IAP participants and the success of the program at the Commission, including opportunities for program enhancements.
- Complete reporting to meet any requirements of the program.
- Represent the Commission as required at IAP meetings and events.
- Demonstrated ability to engage effectively with Indigenous employees.
- Communicate effectively across a broad spectrum of internal and external stakeholders and deal with sensitive, confidential, and complex matters in a culturally safe manner.
- A demonstrated understanding of Australian Indigenous cultures and Australian Indigenous community groups.
- Assist with implementation of Reconciliation Action Plan (RAP) deliverables

### Essential requirements:

- Demonstrated strong connections with Aboriginal people and community

### Risk Accountabilities:

- Managing complex and sensitive personal information while balancing competing needs
- Maintaining current professional knowledge of policies, procedures and industry practices

### Key Relationships:

**Internal:** IAP participants, IAP participants' managers, Indigenous Staff Network

**External:** IAP stakeholders, relevant Indigenous organisations

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Australian Government  
Aged Care Quality and Safety Commission

s: The APS ILS Framework applies to this position ([refer to APS6 Capability Summary link](#)).