

Position Vacant

Job Title: **Community Health Liaison Officer**
Work type: Full time position
Department: Community Services
Pay range: \$90 -95,000 per annum + allowances dependant on qualifications and experience

About the Organisation

Aurukun Shire Council is an Indigenous community of about 1400 people. Council provides a variety of services to the community that include provision of community police, aged care, childcare, operation of airport, postal and bank agencies, construction and maintenance of roads and housing.

Torres and Cape Hospital and Health Service (TCHHS) provides health services to a resident population of 26,966 with 67% identifying as Aboriginal and/or Torres Strait Islander people. Torres and Cape Hospital and Health Service fund the position in which both parties will collaborate to achieve shared objectives. The position will be primarily focused on providing a culturally safe journey for Aboriginal and Torres Strait Islander patients.

About the Role

This role is residential and based in Aurukun.

The role reports to the General Manager Community Services, work planning and performance will be jointly managed by:

- Director of Nursing, Aurukun, Torres and Cape Hospital and
- Manager Environmental Health, Aurukun Shire Council.

The CHLO acts as a key liaison between patients, families, hospital and healthcare providers to ensure effective communication and understanding in delivering integrated holistic health care, that addresses the physical, emotional, and cultural needs of patients. The role specifically involves offering cultural health support to patients, clinicians and healthcare staff, to:

- Improve cultural awareness and access to health services
- Improve health literacy
- Improve health and wellbeing outcomes.

Key Accountabilities

Cultural Awareness, Advocacy and Support:

- Provide a culturally safe access point to TCHHS health care for the community within the Aurukun Area
- Support the provision of culturally safe and appropriate care.
- Provide cultural advocacy and support to Aboriginal and Torres Strait Islander patients and their families.

- Establish and maintain key relationships with cultural and community leaders to affect the Hospital and Health
- Assist health care providers in understanding and meeting the cultural needs of Aboriginal and Torres Strait Islander patients.
- Facilitate cultural safety training and workshops for health care staff.

Health Promotion and Community Engagement:

- Engage with Aurukun Aboriginal and Torres Strait Islander people (clans and families) to understand their health needs and preferences.
- Develop and deliver health promotion programs aligned with TCHHS and Council plans that are tailored to improve health literacy within the community.
- Educate patients and families about available health services and support.
- Participate on committees, work groups, and process improvement teams that improve patient / community satisfaction. Serve as a resource to answer questions regarding patient rights and responsibilities.
- Facilitate communication between health services and Aboriginal community organisations to improve access, health literacy and promote better health outcomes.

Health and Wellbeing Outcomes:

- Work closely with social workers, allied health professionals, and other stakeholders to provide holistic care.
- Investigate community/patient feedback in a timely and objective manner, escalating issues to Director of Nursing, senior managers and provide timely feedback to the community regarding their concerns.
- Facilitate resolution and management of community feedback for clients, patients, visitors, and external bodies such as the Office of the Health Ombudsman.

General Duties:

- Undertake general administration duties in maintaining accurate records and documentation including; Mail, typing, formatting, data entry, filing and demonstrated proficiency in Microsoft Word, Excel, Outlook and PowerPoint software.

Qualifications, Skills and Attributes

There are no mandatory qualifications for this position. However, the ideal applicant will be someone who can demonstrate the following:

- Identify as Aboriginal or Torres Strait Islander person with knowledge of the local community and ability to speak Wik Mungkan.
- Working knowledge of the health care system in remote indigenous community setting.
- A good understanding of the challenges faced by Aboriginal people entering a mainstream health service and/or experience in providing support and advocacy for Aboriginal patients and families and maintaining positive relationships with the local community.
- Demonstrated ability to build relationships with the community, using strong communication, negotiation and conflict resolution skills to understand patient and family needs; and facilitate the delivery of service that meets these needs.

- Demonstrated ability to communicate, inform, educate and share knowledge with others.
- Ability to manage both community and work expectations particularly in respect to working within a mainstream organisation.
- Holds a current Manual Class C Drivers Licence
- Ability to use sound analytical skills, strong problem-solving skills and a logical approach to achieve business outcomes
- Experience using a range of computer software packages, including word processing, spreadsheets, and databases
- Knowledge and understanding of workplace health and safety issues as they relate to the position
- Local government and/or regional work experience

Benefits

Joining ASC means becoming part of an organisation with strong cultural values with a focus on providing exceptional services to, and for, the community.

You will be offered;

- A salary of \$90,000 to \$95,000.00 per annum (Pro-rata) plus superannuation
- 5 weeks annual leave, 3 Weeks Personal Leave per year (Pro-rata)
- Access to our Employee Assistance Program (EAP)

Where the successful applicant is recruited from outside the Shire:

- Subsidised accommodation provided
- Relocation expenses in accordance with Council policy

How to apply

To apply, email a copy of your current resume and cover letter of no more than 1 page in length to hrmanager@aurukun.qld.gov.au

Applications close 4pm Friday 27 February 2026.

Shortlisting for this position will begin immediately and Council reserves the right fill the role prior to the nominated closing date. Only shortlisted applicants will be contacted. Appointment to this position is subject to a satisfactory National Police Check and pre-employment medical assessment.

For further information or a copy of the position description contact the People, Culture and Safety Manager on 0418 387 516 or email hrmanager@aurukun.qld.gov.au