

Position Description

Position title:	Badjurr-Bulok Wilam Team Leader
Department:	Social Work Department, Social Model of Health
Classification:	Community Development Worker Class 3 level 4
Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Reporting to:	Senior Social Work Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

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Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

About Social Model of Health

The Women's Social Model of Health Division reinforces our commitment to the social determinants of health. Whilst all services at the Women's ensure health equity for all women, the Social Model of Health Division brings together our services and programs that specialise in providing care to women facing challenges that may adversely affect their health. The Social Model of Health Division at the Women's has responsibility for ensuring the hospital's clinical and social support services are coordinated, aligned and leveraged to provide wrap around care for the women who need it most. In particular, the division has a focus on ensuring a woman's social, economic, cultural, environmental, geographic, and other factors are considered in her care plan with the overall aim of reducing health inequalities and addressing systemic inadequacies that affect health access and outcomes.

About Badjurr-Bulok Wilam

Badjurr-Bulok Wilam is the Women's dedicated Aboriginal Health Unit. The team's purpose is to support the patient experience and work across multi-disciplinary teams to improve the health outcomes for Aboriginal and Torres Strait Islander women, patients, and their families. This is achieved through ongoing support, assistance, coordination, and advocacy. Additionally, Badjurr- Bulok Wilam is responsible for highlighting matters impacting Aboriginal and Torres Strait Islander health within the hospital and delivering programs to address these needs.

Position purpose

This role provides leadership, coordination, support, to the Badjurr Bulok Wilam service, and its AHLO team including ensuring that key performance indicators (KPI's) and program milestones are achieved and liaising with management to ensure smooth operation of services. Additional responsibilities include building and strengthening relationships with community-based services and key Aboriginal controlled health organisations, delivering in-services to health professionals, and providing secondary consultations to staff and services within the hospital.

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Key responsibilities

- Oversee and ensure timely and responsive management and assessment of referrals in collaboration with the Aboriginal Health Liaison Officers.
- Provide specialist advice and collaborate with clinicians to support safe and effective patient centered care for inpatients and outpatients at the Women's.
- Participate in planning meetings within a multidisciplinary team to meet the care needs of the individual in the context of their circumstances, family, and community.
- Assist patients and their families to navigate the health system, understanding their treatment and medical terminology when required.
- Support the development of culturally safe, competent, evidence-based care including admission and discharge planning, culturally safe bereavement care, advocacy, community liaison, and referral.
- Engage with Aboriginal Community-Controlled Health Organisations as requested and required for patient care and/or advocacy.
- Complete and document clinical activity, contacts, and alerts in the Electronic Medical Record (EMR) in accordance with hospital policies and guidelines.
- Develop, source, and provide culturally appropriate print and web-based information and educational resources for patients.
- Any other duties as required that meet relevant standards and recognised practice.

Leadership and Management

- Provide leadership, professional supervision and mentoring to the Badjurr Bulok Wilam team and ensure service delivery practice is in line with current evidence-based practice.
- Participate in cultural and professional supervision.
- Assist team members to set performance goals and evaluate performance effectiveness.
- Foster a team culture that promotes and cherishes learning, professional development, reflection, service improvement, innovation, and research.
- Monitor the performance and evaluate the distribution of workloads, to support changes in clinical demands.
- Ensure performance meets the Women's policies, procedures, accreditation, and statutory requirements.
- Ensure all documentation and data meets the requirements of the Department of Health and Department of Families, Fairness and Housing, including all statutory requirements and relevant hospital policies and guidelines.
- Ensure that Badjurr-Bulok Wilam guidelines and procedures are up to date.
- Provide updates on patient projects, programs, and services to internal and external stakeholders.

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Quality, safety and improvement

- Support initiatives stemming from Innovate RAP the Aboriginal Cultural Safety Grant, or other key committees at the Women's.
- Review and provide feedback on policies, procedures and projects that affect Aboriginal patients, families, and communities. Including initiatives from the Reconciliation Action Plan, and other key strategies at Women's.
- Lead in the review and development of policies and guidelines that relate to Aboriginal Health in collaboration with the Senior Social Work Manager.
- Lead and participate in clinical audits, quality improvement, and compliance activities.
- Support the continuous monitoring and adjustment of identification of Aboriginal and Torres Strait Islander patients at the Women's.
- Ensure correct identification of Aboriginal and Torres Strait Islander patients in EMR. Where gaps are identified, provide training and information to hospital staff as required.
- Critically review and keep up to date with professional literature relevant to Aboriginal Health.
- Actively evaluate the ongoing effectiveness and efficiency of services and modify service delivery in line with current evidence-based practice.
- Ensure services are delivered in accordance with the National Safety and Quality Health Service Standards and the EQUiP National Program.
- Participate in relevant internal and external training, seminars, and share learnings in a range of forums including, but not limited to, the Social Model of Health.
- Raise awareness of the role and scope of the Aboriginal Health Liaison Officers (AHLO), and Aboriginal Health Unit within the hospital.
- Provide professional development training for clinical staff through in-services.
- Participate in presentations, conferences, workshops, and service development initiatives as required.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

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Key selection criteria

Experience/qualifications/attributes

Essential:

- Identify and be acknowledged by community as Aboriginal or Torres Strait Islander.
This is a special measures role and only Aboriginal and/or Torres Strait Islander peoples are eligible to apply, as per the Equal Opportunity Act 2010.
- Experience working in public health services and/or Aboriginal community services and/or a Bachelor's degree in a recognised health field, social sciences, public health or any other relevant qualification.
- Demonstrated knowledge and understanding of the Aboriginal and Torres Strait Islander culture, society and kinship networks and their relevance to the provision of healthcare.
- Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander evidence-based health frameworks and models of care.
- Demonstrated understanding of project management, program delivery and evaluation.
- Experience managing a complex workload, effectively prioritising tasks and seeking guidance and support as appropriate.
- Demonstrated ability to lead a team, setting strategic goals and drive organisational change.
- Experience providing education that improves the cultural safety and accessibility of services for Aboriginal and Torres Strait Islander patients and their families.
- Experience maintaining relationships with a wide variety of health personnel and external service providers.
- Demonstrated computer literacy skills.
- Embodiment of the Women's values.

Desirable:

- Previous experience working within a public hospital.
- Previous successful delivery of a health program aimed at improving health outcomes for Aboriginal and Torres Strait Islander people.
- Ability to present relevant reports and / or data to internal and external stakeholders.

Organisational relationships

Internal relationships

- Baggarrook Midwifery Service
- Social Model of Health staff
- Allied Health staff
- Nursing, Midwifery and Medical staff
- Royal Women's Hospital departments, clinics and staff

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External relationships

- Victorian and Australian wide Aboriginal and Torres Strait Islander community-controlled health services
- Indigenous and non-Indigenous Community Services
- Other Hospitals and health services
- Department of Health
- Department of Families, Fairness and Housing

Direct reports: 2
Indirect reports: 0
Budget responsibility: N/A

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Not applicable
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Not applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent

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Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Working with distressed people and families	Prolonged/Constant
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Job demands – high workload, tight deadlines, and competing priorities	Frequent
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Frequent
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

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Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: March 2026

Developed by: Senior Manager Social Work

Date of next review: (March 2027)

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