

Aboriginal & Torres Strait Islander Liaison Officer



The purpose of this position

The **purpose** of the position is to increase engagement and participation of Aboriginal and Torres Strait Islander clients, carers, families, communities, and partner agencies in the Disability Gateway program in alignment with the organisation's Innovate Reconciliation Action Plan.

About the position

- This position is within Disability Services directorate.
- It's part of the Disability Gateway team.
- This position **reports to** the Team Leader, Partnerships and Engagement.
- This position is an **Aboriginal & Torres Strait Islander Identified Position**.
- This position allows for flexibility.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Aboriginal & Torres Strait Islander Liaison Officer.

Key areas of responsibility

- Build genuine and trusted relationships and partnerships with External Stakeholders with a focus on Aboriginal and Torres Strait Islander organisations, community and leaders across Australia, engaging with relevant Aboriginal and Torres Strait Islander Controlled Organisations and communities supporting increased understanding of and access to the Disability Gateway service.
- Support the development of Disability Gateway's key relationships and referral pathways with Aboriginal and Torres Strait Islander organisations across states and territories, ensuring accessibility and inclusivity for Indigenous communities.
- Facilitate and advocate Aboriginal and Torres Strait Islander engagement initiatives within communities, collaborating with organisations and Elders, with a particular focus on regional Australia to ensure that the Disability Gateway service is culturally relevant and accessible to Indigenous clients and communities.
- Organise and conduct information sessions specifically tailored for Aboriginal and Torres Strait Islander clients, carers, families, communities, and organisations, ensuring that they are well-informed about the services and supports available through the Disability Gateway.
- Actively contribute to the development and implementation of Disability Gateway's First Nations Community Engagement and Partnerships Strategy and The Benevolent Society's Reconciliation Action Plan (RAP), promoting inclusivity and reconciliation.
- Align the Disability Gateway Partnerships and Engagement Strategy and the Disability Gateway First Nations Community Engagement and Partnerships Strategy with the program's work plan each year, to identify specific target communities for collaboration and further developing relationships with stakeholders and Elders.

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- Proactively collaborate with the program leadership team to identify, develop and implement activities supporting the cultural awareness and competency of the service, fostering an inclusive and culturally sensitive work environment.
- Position the organisation as a well-regarded and dependable partner in service delivery and advocacy within the community.
- Develop community networks in targeted communities, coordinate and attend local meetings, community consultation, advisory groups and events if required, and support community partner events.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Our Partnerships and engagement are being instigated and led by Aboriginal and Torres Strait Islander peoples.
- Aboriginal and Torres Strait Islander clients, carers, families and communities have an increased understanding of and access to the Disability Gateway service and other services provided by The Benevolent Society.
- The cultural capability and competency of the front-line team is uplifted to better serve Aboriginal and Torres Strait Islander clients, carers, families and communities.
- The Benevolent Society is seen as a trusted, reliable and culturally safe partner and service provider by Aboriginal and Torres Strait Islander organisations and communities.
- Increased referrals for clients who identify as Aboriginal and Torres Strait Islanders to the program.
- Our Partnership's governance and oversight is embedded in the way we partner with Aboriginal and Torres Strait Islander clients and communities.

Key Capabilities

Essential criteria

- Existing relationships with Aboriginal and Torres Strait Islander Community Controlled Organisations across multiple states and broad catchment areas.
- Recognition from within the community as a respected, culturally safe person.
- Demonstrated respectful approach to working with community, Traditional Owners and Elders.
- Demonstrated experience in Aboriginal and Torres Strait Islander partnerships and engagement.
- Demonstrated track record of development and achievement of successful partnerships outcomes.
- Has the ability to develop effective new networks and productive relationships with community, organisations, agencies, government, and other stakeholders.
- Strong and effective interpersonal, communication, negotiation and presentation skills with the capability to motivate and engage stakeholders.
- Strong computer literacy skills to support remote work, deliver effective presentations, and facilitate stakeholder engagement online.
- Current 'C' class driver's licence.

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People who know this position say that

People who know this position say the things that might make your day are:

- Being regarded as a true partner.
- Our staff are proud of the work we do in partnership with communities.
- Being able to advocate for the needs of people with disabilities.
- We have meaningful and sustainable partnerships at the federal, state, local and regional level.
- We take a formal approach toward genuine partnership with Aboriginal and Torres Strait Islander people that is sustainable and measurable.

People who know this position say some key challenges you might experience are:

- The need to develop a consistent approach to working with communities.
- A fragmented network of Aboriginal and Torres Strait Islander staff within TBS who are seeking to be better connected and supported.
- Working autonomously or in isolation to the rest of the business.
- Maintaining strong links with our partners.
- Developing TBS profile within an environment with low brand recognition.
- Working in a dynamic changing environment that can be challenging.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| ☒ Overnight travel/stays. | ☒ Weekend work. |
| ☒ Travel between office locations/regions. | ☒ Evening work. |
| ☒ Travel to clients (varied locations). | ☒ Special event support. |
| ☒ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☒ Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Disability Gateway Team
- Business Development and Partnerships Team
- Principal Advisor Indigenous Development

Outside The Benevolent Society:

- Aboriginal and Torres Strait Islander communities, organisations and Peaks.
- Aboriginal and Torres Strait Islander industry and sector partners.
- Government departments.

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