



POSITION DESCRIPTION

Position Title	Health Engagement Officer-Cancer Care Support
Reporting to	Team Leader – Health Services
Liaises with internally	All employees
Liaises with externally	Government and Non-Government organisations and agencies, specialists, allied health, pathology, radiology, clients.
Purpose of the position	The Health Engagement Officer-Cancer Care Support will provide culturally safe, holistic support for Aboriginal and Torres Strait Islander patients and their families throughout the cancer journey. This role focuses on patient navigation, cultural advocacy, and improving access to quality cancer care by ensuring culturally appropriate services within community-controlled healthcare settings.
Selection Criteria	Essential Criteria • Strong understanding of the cultural, social, and health-related needs of Aboriginal and Torres Strait Islander communities. • Proven experience supporting Aboriginal and Torres Strait Islander communities in navigating the healthcare system. • Understanding of cancer care pathways, treatment processes, and survivorship care. • Ability to build strong relationships with patients, families, and healthcare providers. • Qualifications in health, social work, or community services. • Effective communication skills to advocate for patients and influence culturally safe practices in cancer care settings. • Experience working with Aboriginal Community Controlled Health Organisations (ACCHOs) or Aboriginal Medical Services. • Ability to engage and empower Aboriginal and Torres Strait Islander communities in health-related matters. • Ability to manage multiple priorities and navigate complex healthcare pathways. • Strong problem-solving skills and adaptability to challenges in cancer care coordination • Current Working with Children Check, Working with Vulnerable People Registration and National Police Check. • Current NSW Drivers Licence. • Being vaccinated against Covid-19 is an inherent requirement of this role, to ensure that SCMSAC fulfils its WHS obligations. The

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	incumbent must remain up to date with current ATAGI (Australian Technical Advisory Group on Immunisation) national advice regarding vaccines and booster shots. Desirable Criteria • Aboriginality*
Behaviours Required	1 Innovative and strategic thinking 2 Client focused 3 Solutions driven 4 Honesty and Integrity 5 Self-motivated
Organisational Values	1 Deliver excellence through quality service provision, collaboration and measuring outcomes. 2 Be passionate, caring and respectful in everything that we do. 3 Be a socially responsible, culturally supportive presence in each of our communities. 4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better. 5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes. 6 Contribute to shared learning through research and partnerships.
Key Performance Indicators	Day to Day / General • Guide Aboriginal and Torres Strait Islander patients through the healthcare system, ensuring timely and culturally appropriate cancer care • Provide emotional, social, and practical support to patients and their families, recognising the importance of cultural traditions and kinship • Advocate for patients' needs within hospital, cancer services, and multidisciplinary teams to ensure cultural safety • Facilitate access to 'Care on Country', telehealth services, and alternative care pathways for patients in rural and remote areas • Ensure culturally appropriate cancer care is provided at all stages, diagnosis, treatment, survivorship, and palliative care • Collaborate with community to enhance cancer awareness and prevention efforts • Deliver or support community education services on cancer prevention, early detection, and treatment options • Work closely with nurses, GPs, oncologists, allied health professionals, and cancer specialists to ensure a coordinated, culturally safe approach to care

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	• Participate in multidisciplinary meetings, contributing a cultural perspective to cancer treatment and patient care plans • Assist in the integration of palliative care services, ensuring end-of-life care is culturally appropriate and respectful of family and community needs • Recognise, report and respond appropriately to changes in the health of clients, in compliance with all policies and procedures. • Attend all relevant meetings. Be punctual, prepared, and ready to participate. • Participate in relevant annual performance reviews. • Actively participate in monthly documented support and supervision sessions. • Other duties as reasonably directed by the CEO or delegate. Communication and Collaboration • Maintain client confidentiality. • Communicate in a professional and respectful manner. • Report matters in line with SCMSAC's Notifiable Events Policy. • Participate in decision-making and joint problem solving. • Build positive partnerships, both internally and externally. Information Technology • Utilise IT Systems and equipment in line with SCMSAC policy and procedure. • Collect and analyse data, specific to your role. Continuous Quality Improvement • Actively participate in organisational continuous quality improvement initiatives. • Actively participate in the implementation of outcomes from program quality audits. • Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role. Child Safety • Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure. • Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure.

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	Workplace Health and Safety • Adhere to WHS obligations as outlined in our WHS Policies/Procedures. • Comply with relevant PPE requirements for your role. • Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.

**Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

Employee Acceptance

I, _____, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

_____ Name/Role	_____ Signature	_____ Click to enter date Date
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