

WOMEN'S HEALTH VICTORIA POSITION DESCRIPTION

Position title	Information & Resources Officer
Team	SRH Information and Phone Service
Work location	Level 8, 255 Bourke St, Melbourne
Employment type	Part-time Fixed-term for 18 months. 5 days per week, 45.6 hours per fortnight (FTE.6)
Classification	Level 2 Classification, WHV Enterprise Agreement 2013
Position reports to	Team Leader – Sexual & Reproductive Health Information and Phone Service
Date Approved	December 2017

1. ORGANISATIONAL ENVIRONMENT

Women's Health Victoria (WHV) is a statewide not for profit organisation dedicated to improving health outcomes for women in Victoria. In addition to providing advocacy, training and health promotion, WHV also provides a number of direct women's health information services.

WHV has been chosen to develop and operate Victoria's first statewide Sexual and Reproductive Health (SRH) Information and Phone Service. This service is a key initiative of the Victorian Government's Sexual and Reproductive Health Priorities, which was launched in March 2017. This is an important Government initiative, which has been developed to provide women with information and support in relation to Sexual and Reproductive Health.

In the first phase, the new service will seek to provide information to women who have an unplanned and unwanted pregnancy by providing information about where to access termination services in both the public and private sectors. It will be extended rapidly to include information on where to access contraceptive services including Emergency Contraception and Long Acting Reversible Contraception. (LARC).

The SRH Information and Phone Service will not be a counselling service; however, it will need to take account of the range of circumstances that can be faced by women seeking sexual and reproductive health services, including termination of pregnancy and access to contraception.

2. POSITION OBJECTIVES

The key objectives of the position are:

- 2.1.1 Offer a professional, high quality, women-focussed service which provides the intake component of the WHV Information and Phone service. This includes assessing women's needs, and providing service information, and support, with a focus on sexual and reproductive health.

- 2.1.2 Provide high quality support and information services to WHV Information and Phone Service. This includes providing information about external organisations such as clinical service providers, social supports, counselling services, etc.
- 2.1.3 Act as a conduit between the community, women, health professionals and the general public by representing a sensitive and complex area of women's health with high standards of professionalism and skill.
- 2.1.4 Assess the needs of marginalised women, including young women, Aboriginal and Torres Strait Islander women, women from migrant or refugee backgrounds, rural and remote, women experiencing domestic violence and/or women with disabilities.

3 KEY RESPONSIBILITIES

- 3.1 Work within a social model of health framework to identify and address sensitive and complex areas of women's health by:
 - 3.1.1 Providing a responsive and high-quality service to women, their support people and health professionals relating to sexual and reproductive health including;
 - 3.1.2 Undertaking initial assessments, including crisis and risk assessment and/or referrals to external clinical and support services;
 - 3.1.3 Providing high quality and non-judgemental information to women on pregnancy and contraceptive options;
 - 3.1.4 Establishing and maintaining strong pathways and relationships with a wide range of professionals, clinics and support services.
 - 3.1.5 Conducting assessments and providing information via interpreters, where required;
 - 3.1.6 Participating in continuous quality improvement activities;
 - 3.1.7 Assisting in the development of protocols for WHV Information and Phone service delivery;
 - 3.1.8 Participating in projects allocated by the Team Leader;
 - 3.1.9 Promoting and building awareness of the service to the broader sector and community; Assisting in the improvement of the profile of WHV Information and Phone services to internal and external clients;
 - 3.1.10 Contributing to evidence based practice, evaluation and research;
 - 3.1.11 Contributing to policy development, professional education and training in women's Sexual and Reproductive Health;
 - 3.1.12 Developing and maintaining community links with relevant organisations.

3.2 Relationship and Partner Development

- 3.2.1 Work with and/or other information platforms as determined to support easy on-line access to relevant information.

3.3 Responsibilities carried out by all staff

- 3.3.1 Problem solving of day to day issues as they arise with an emphasis on continuity of care.
- 3.3.2 Promote WHV and its programs.
- 3.3.3 Participate in WHV strategic and operational planning processes.
- 3.3.4 Contribute to WHV's capacity to deliver its goals, enable and support high performing teams and foster productive relationships with others.
- 3.3.5 Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 3.3.6 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 3.3.7 Undertake other duties as directed.
- 3.3.8 Active involvement in a learning organisation including continuous quality improvement, policy development and review and accreditation processes.
- 3.3.9 Work within the organisational policies, procedures and Enterprise Agreement.
- 3.3.10 Support and be accountable for maintenance of a safe working environment.

4 ORGANISATIONAL RELATIONSHIPS

4.1 Internal

- 4.1.1 Reports to the Team Leader, WHV SRH Information and Phone Services.
- 4.1.2 Manager WHV SRH Information and Phone Services.
- 4.1.3 Information and Resource Officers.
- 4.1.4 WHV internal working group.
- 4.1.5 WHV staff.

4.2 External

- 4.2.1 Department of Health & Human Services, Marie Stopes Australia, Family Planning Victoria, community health services, CoHealth, The Royal Women's Hospital and Better Health Channel.
- 4.2.2 Organisations and individuals with whom WHV engages.

5. ACCOUNTABILITY

Accountable for delivering the position objectives and the position performance measures as agreed annually.

6. EXTENT OF AUTHORITY

- 6.1 Within the scope of the position, engage and/or supervise support staff and /or volunteers/students as required from time to time.

7. SALARY

This is a fixed-term part-time position working five (5) days per week, 45.6 hours per fortnight (FTE 0.6) for eighteen (18) months. The position is classified as a Level 2 and attracts a salary of \$59,465 per annum pro-rata. WHV Enterprise Agreement 2013 conditions and salary apply.

In addition, employer superannuation guarantee and access to salary packaging applies.

8. WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION

WHV Enterprise Agreement 2013 Level 2 Classification definition is as follows:

- 8.1 Work is likely to be without supervision, with general guidance on progress and outcomes sought. Responsibility for, and limited organisation of the work of others may be involved.
- 8.2 Freedom to act is governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures where there are no defined established practices.
- 8.3 Solutions to problems are generally found in precedents, guidelines or instructions, with assistance available from senior employees.
- 8.4 Competency at this level involves the application of knowledge with depth in some area and a broad range of skills. There is a wide range of tasks and roles in a variety of contexts, with complexity in the range and choice of actions required.
- 8.5 Competencies are normally used within routines, methods and procedures where discretion and judgement is required, for both self and others in planning and selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

9. ENTERPRISE AGREEMENT LEVEL TWO COMPETENCIES FOR THIS POSITION:

- 9.1 Understanding and ability to apply knowledge of the functions of the Service in carrying out responsibilities to internal/external clients.
- 9.2 Ability to meet team goals through completion of individual work, within a personal/team work plan that identifies goals, expected results and appropriate time frame.
- 9.3 Work area goals are achieved through constructive participation to solve problems and through completion of personal tasks. Staff development needs are identified.
- 9.4 Ability to communicate with others in a manner which conveys the message(s) intended and is adjusted to meet the need or differences of the situation or clients or work colleagues. Written materials can be understood by the reader.
- 9.5 Suggestions for changes in environment or workplace practices are made. Contributions to the implementation of change are made and people are supported in adjusting to changes.
- 9.6 Understanding and ability to manage time, develop plans, practice ethical behaviour and develop personal skills.
- 9.7 Understanding and ability to find information, analyse it and form it into options that identify possible solutions.
- 9.8 Ability to set up equipment and use appropriately in accordance with occupational health and safety guidelines

10. SELECTION CRITERIA

10.1 Mandatory

- 10.1.1 Provision of information or support directly to women in a health or community setting.
- 10.1.2 Demonstrated knowledge and practice in community based referral pathways along with social and risk assessments.
- 10.1.3 Demonstrated understanding of women's sexual and reproductive health issues within a feminist framework, particularly in relation to unplanned pregnancy and contraceptive options.
- 10.1.4 Experience working effectively within a team environment.
- 10.1.5 Well-developed oral and written communication skills.
- 10.1.6 Highly developed interpersonal skills in both telephone and face-to-face settings.
- 10.1.7 Computer literacy and administrative skills, with a focus on experience in database and data collection systems.
- 10.1.8 Capacity to manage time efficiently and work effectively in a complex and pressured environment.

10.2 Desirable

- 10.2.1 Qualifications in social work, welfare, public health or other related fields.
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To Apply

Applications can be made by submitting a cover letter, resume and responses to the Key Selection Criteria.

Applications are to be made via email to whv@whv.org.au and addressed to Rita Butera, Executive Director. If you have any questions relating to this application contact Rita Butera on 9664-9326.

Applications close COB Tuesday 19 December 2017.

WHV EO Exemption No. H102/2014