

POSITION DESCRIPTION

Title	Team Leader – Sexual & Reproductive Health Information and Phone Line Service
Classification	WHV Enterprise Agreement 2013 Level 4 Classification
Team	Sexual & Reproductive Health Helpline Service
Work location	Based at Level 8, 255 Bourke St, Melbourne
Employment type	Full-Time, Fixed-Term for 18 months, 38 hours per week
Salary	\$83,950 p.a.
Position reports to	Manager – Support Services
Date Approved	November 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 help line. 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 pregnancy options.

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 their options including where to access termination services in both the public and private sectors. It will be extended to include information on where to access contraceptive services including Emergency Contraception and Long Acting Reversible Contraception. (LARC). The helpline 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 a termination of pregnancy.

2. POSITION OBJECTIVES

- 2.1 To support women to access up to date, non-judgemental, evidence based information and support in relation to sexual and reproductive health through the development and maintenance of strong and effective referral pathways and partnerships with relevant service providers across the state.
- 2.2 To provide client centred / woman centred, non-directive support and tailored information, including to women in complicated and difficult circumstances.
- 2.3 Manage the development, implementation, delivery and monitoring of the sexual and reproductive health helpline for Victorian Women including team leadership of Information and Resource Officers. This will include an online platform and phone line.
- 2.4 Manage key stakeholder relationships across the health sector to ensure up to date information is available at all times and that processes are current.
- 2.5 Contribute to the strategic development of the Sexual & Reproductive Health Information and Phone Line Service to meet the needs of Victorian women.

3. KEY RESPONSIBILITIES

3.1 Coordinate the Helpline

- 3.1.1 Oversee day to day operations of the service including planning, delivery, monitoring and risk management
- 3.1.2 Assist with more complex calls and other calls as required.
- 3.1.3 Provide support, supervision, debriefing, consultation and training to Information and Resource Officers.
- 3.1.4 Ensure services are provided in a non-judgemental, professional and sensitive way to meet the needs of women.
- 3.1.5 Develop and maintain relevant policies and procedures for effective operation of the service.
- 3.1.6 Ensure the service is compliant with relevant health and privacy legislation.
- 3.1.7 Oversight of systems and IT to ensure easy access to up to date information on relevant Sexual and Reproductive Services as defined in scope in relevant database/s.
- 3.1.8 Manage service information and information provision processes and update as required.
- 3.1.9 Prepare relevant reports, submissions, journal articles, media and general correspondence as required for internal and external purposes.
- 3.1.10 Manage the database and any records management systems.
- 3.1.11 Inform the development of communication and marketing plans and engage in promotional activities in consultation with the Manager.
- 3.1.12 Manage feedback from consumers including complaints management and incident reporting.
- 3.1.13 Participate in the internal working group.

3.2 Relationship and Partnership Development

- 3.2.1 Foster positive and sustainable stakeholder engagement with Government and non-government agencies and services.
- 3.2.2 Work with Better Health Channel and/or other platforms as determined to meet timelines which support easy on-line access to relevant information.

3.3 Strategic development

- 3.3.1 Contribute to environmental scanning and knowledge management and identify service gaps to inform strategic planning and service improvements.
- 3.3.2 Engage in external working groups and projects relevant to the service.
- 3.3.3 Work with the Manager and PHP in relation to sexual and reproductive health policy and advocacy priorities.

4. RESPONSIBILITIES CARRIED OUT BY ALL STAFF

- 4.1 Problem solving of day to day issues as they arise.
- 4.2 Promotion of WHV and its programs.
- 4.3 Participation in WHV strategic and operational planning processes.
- 4.4 Contribution to WHV's capacity to deliver its goals, enabling and supporting high performing teams and fostering productive relationships with others.
- 4.5 Participation in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 4.6 Provision of verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 4.7 Undertaking other duties as directed.
- 4.8 Active involvement in a learning organisation including continuous quality improvement, policy development and review and accreditation processes.
- 4.9 Working within organisational policies, procedures and the Enterprise Agreement.
- 4.10 Accountability for maintenance of a safe working environment.

5. ORGANISATIONAL RELATIONSHIPS

5.1 Internal

5.1.1 Manager Support Services

5.1.2 WHV internal working group.

5.1.3 Information and Resource Officers and WHV staff

5.2 External

5.2.1 Department of Health & Human Services, Marie Stopes Australia, Family Planning Victoria, the Centre for Excellence in Rural Sexual Health, CoHealth, The Royal Women's Hospital and Better Health Channel.

5.2.2 Other external organisations as agreed with the Manager.

6. ACCOUNTABILITY

Accountable for delivering the position objectives and the project work plan as agreed.

7. EXTENT OF AUTHORITY

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

8. SALARY, POSITION HOURS AND PROJECT TIMEFRAME

This is a fixed-term full-time position for eighteen (18) months. The position is classified as a Level 4 and attracts a salary of \$83,950 per annum pro-rata. WHV Enterprise Agreement 2013 conditions and salary apply. In addition, employer superannuation guarantee and access to salary packaging applies.

9. WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION

9.1 Work is likely to be under limited guidance in line with a broad plan, budget or strategy. Responsibility and defined accountability for the management and output of the work of others and for a defined function or functions may be involved.

9.2 Work involves the exercise of a degree of autonomy with delegated authority to operate within broad organisational guidelines. The selection of methods and techniques are based on sound judgement. The work generally involves the management of major projects and/or functions. Solutions to problems can generally be found in documented techniques, precedents or instructions. Advice would not necessarily be available within the organisation.

9.3 Competency at this level involves the self-directed development of knowledge with substantial depth across a number of areas and/or mastery of a specialised area with a range of skills. Application is to major functions in either varied or highly specific contexts.

9.4 Competencies are normally used independently and are substantially nonroutine. Significant judgement is required in planning, design, technical or supervisory functions related to products, services, operations or processes.

10. ENTERPRISE AGREEMENT LEVEL 4 COMPETENCIES FOR THIS POSITION

10.1 Ability to use knowledge of legislation, policies and procedures of the Service to identify risk, opportunities and strategic issues for the future.

10.2 Ability to use strategic and operational planning processes to set goals, develop plans and objectives having regard for both the current and future directions of the service.

10.3 Ability to allocate work flexibly to people, and lead and motivate staff performance. Training needs are identified and appropriate training is provided to staff being supervised. Personnel management records are maintained in line with recognised practices.

- 10.4 Ability to identify and assess client needs, negotiate and liaise with clients and market the product or service.
- 10.5 Ability to implement, monitor and evaluate work plans so that work conforms to prior estimates and costs. Materials, services and equipment are acquired and work-in-progress is regularly checked. Any necessary variations are incorporated and these are advised to staff and management. Progress reports are provided to clients and other interested parties.
- 10.6 Ability to exercise initiative by identifying potential problems and developing appropriate solutions.
- 10.7 Ability to cost work, prepare estimates and provide this information to clients. Material and suppliers are identified and prices are negotiated.
- 10.8 Ability to anticipate and assess the impact of change and create and foster an awareness of the opportunity for change and an environment conducive to change.
- 10.9 Ability to recognise and apply strengths and address areas for development. Demonstrate integrity and apply ethical practices, as well as demonstrate self organisation and a high degree of personal accountability.

11. KEY SELECTION CRITERIA

11.1 Mandatory

- 11.1.1 Relevant tertiary qualification in social work or other relevant discipline.
- 11.1.2 Demonstrated understanding of women's sexual and reproductive health issues and the social determinants of health.
- 11.1.3 Experience in delivery and or managing of direct services in the health or welfare sector.
- 11.1.4 Experience in team leadership and staff supervision and management.
- 11.1.5 Highly developed written, communication skills and interpersonal skills.
- 11.1 Experience providing client centred / woman centred, non-directive support and tailored information, including to women in complicated and difficult circumstances.
- 11.1.6 Proven ability to manage competing priorities and to work within deadlines.
- 11.1.8 Computer literacy including high level competency with Excel and experience with other MS Office products and online research skills.

11.2 Desirable:

- 11.2.1 Post graduate studies in a related field.
- 11.2.2 Experience in help-phone line services.
- 11.2.3 Expertise or experience in relation to women's experiences of unplanned or unwanted pregnancy, pregnancy options, and/or pregnancy termination and related sexual and reproductive health issues.

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