# Position Description

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| **Position Title:** | Helpline Manager |
| **Reports to:** | Engagement and Community Services Manager |
| **Business Unit:** | Marketing and Community |
| **Location:** | Melbourne |
| **FTE:** | 1.0 FTE  | **Status:** | Permanent or Part time split |
| **Incumbent:** |  | **Date Effective:** | 19 December 2019 |

**Kidney Health Australia**

Kidney Health Australia was established in 1968 as the Australian Kidney Foundation. We are a recognised voice for kidney health in Australia and a valued and trusted partner in the chronic disease community. We provide a lifeline to people with kidney disease and other kidney conditions at every stage of their journey. We promote and support research into the prevention, detection, treatment and cure of kidney disease so that one day, every Australian will have healthy kidneys.

**Overview**

The Kidney Health Australia Helpline is the port of call for many people with kidney disease and their family members or carers. It is the moment where those enquirers have contact with someone who can provide the information and support they are searching for, at a time where they need it most.

The Helpline team respond to almost 2,000 enquiries per year with the aim to grow awareness of the support that can be provided, and grow the Kidney Health Australia community through channelling callers through to appropriate areas of interest and support while ensuring their details are added to the community database.

The Helpline manages the following activities to support the kidney community, including young people living with kidney disease:

* implements triaging protocols for all enquires to the Kidney Helpline
* provides general information about Kidney Health Australia programs and services
* connects people to appropriate resources, programs and services of Kidney Health Australia
* manages Kidney Health Australia’s standard response library for dissemination across all communication channels
* provides appropriate advice regarding referral to other community organisations or health services.

The Helpline Manager will provide inbound call support when required, and at other times manage more specific kidney and urinary health-related enquiries that come via the Helpline phone, email or social media.

The Helpline Manager will provide support and where needed referral to other health specialists for more specific health care and support, and ensure all new callers to the Helpline are encouraged to stay connected to the Kidney Health Australia community via our e-newsletter or other activities and programs.

The Helpline Manager will develop and review Kidney Health Australia’s standard response database to ensure responses are reflective of current evidence based and clinical practice and appropriate for dissemination across all key communication channels.

The Helpline Manager will also work with the Policy and Advocacy team and the Marketing and Community team to ensure resources are curated, repurposed and disseminated appropriately through all of Kidney Health Australia’s consumer touchpoints.

This position is supported by the Senior Supporter Care Consultant, the General Manager Marketing and Community, the broader team and the Policy and Advocacy team.

**DUTIES AND RESPONSIBILITIES**

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| **DUTY** | **ACCOUNTABILITIES** |
| Kidney Helpline | * Daily responsibility for delivering high quality health information and advice related to kidney health issues through the Helpline via telephone and email
* Ensure that Helpline policy documentation is updated and maintained as required
* Manage the inputting and updating of customer data in the CRM system via Helpline enquiries
* Positively engage new consumers accessing the Helpline to connect to Kidney Health Australia through e-newsletter, programs or services, or other fundraising and volunteering activities
* Develop and maintain Kidney Health Australia’s standard response database for dissemination across Helpline and other communication channels, including social media
* Design and implement service improvements originating from evaluation processes and other feedback mechanisms
* Provide expert opinion as required to manage health enquiries coming via other channels
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| CARE team support | * Provide back up to the CARE team consultant in assisting with inbound calls when required
* Participate in a roster situation after hours as needed to assist the CARE team consultant to ensure national service levels are maintained
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| Consumer education | * Ensure all KHA educational resources are consistent with health literacy principles
* Manage distribution of consumer resources ordered via email, Helpline or website
* Ensure consumer resources are available and up to date, and collaborate with digital marketing team to manage any updates
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| Human Resources | * Ensure the Helpline is resourced according to budget
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| Financial and Business Management | * Manage the delegated Helpline program budget
* Undertake timely and accurate delivery of monthly financial/budget review activities
* Undertake reporting and evaluation tasks at least every quarter, and more frequently if required
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| Stakeholder Engagement | * Build and maintain relationships with a range of clinical to maximise the impact and uptake of the Helpline
* Maintain strong relationships with individuals and organisations who support the development and delivery of the Helpline
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## WORKING AT Kidney Health Australia

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| Travel | * To be available for domestic and interstate travel as required
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| Direct Reports | * The incumbent may be responsible for monitoring and supporting Kidney Health Australia volunteers and their work
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| Internal Reporting and communication | * Monitor and evaluate activities and write reports for Kidney Health Australia as required
* Attend regular Business Unit meetings and other Kidney Health Australia meetings as required
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| Teamwork | * Contribute to a positive team environment by working collaboratively with and communicating effectively with the rest of the CARE team, the broader Marketing and Community and Policy and Advocacy teams, and staff from other Kidney Health Australia business units
* Undertake other work activities as required by the GM, Marketing and Community
* Ensure work completed is consistent with Kidney Health Australia values and processes
* Participate in acquiring knowledge and understanding of new technologies and programs to enhance work capability
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| Representing Kidney Health Australia in a customer facing role | * As the manager of a key consumer touchpoint, ensure all dealings with the public are conducted in a friendly, helpful and professional manner
* Ensure the purpose and work of Kidney Health Australia is conveyed accurately and positively through all interactions with the public
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**KEY SELECTION CRITERIA**

**QUALIFICATIONS AND EXPERIENCE**

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| **Essential**  | * Tertiary qualifications in nursing/ health / social sciences or other relevant discipline
* Enrolled Nurses are encouraged to apply
* Working knowledge of the Australian health care system
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| **Highly desirable** | * Sound knowledge of kidney and urinary tract diseases and related management strategies
* Experience in working within a customer facing team responsible for the dissemination of health information

Experience in managing consumer health data within a CRM system  |

**KNOWLEDGE, SKILLS, AND ABILITIES**

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| * High-level oral, written and interpersonal communication skills
* Experience in medical writing abiding to health literature principles
* Understanding of, and commitment to, delivery of health information based on evidence based practice
* Highly effective organisational, time and budget management skills
* Effective consultation, negotiation and influencing skills
* Intermediate to high level computer skills and use of a range of software
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**PERSONAL ATTRIBUTES**

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| * Ability to work effectively both within a team and autonomously, and foster a positive team environment
* Flexibility and adaptability to changing work environments
* Drive, friendly nature with enthusiastic can-do attitude
* Values compatible with the Kidney Health Australia culture encompassing collaboration, empathy, inspiration and ambition
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