

POSITION DESCRIPTION

Title	Resource Centre Coordinator
Team	Counterpart
Work location	Level 210 Lonsdale St. Melbourne
Employment type	On-going 0.4EFT (30.4 hours per fortnight)
Classification	Level 3 Classification, WHV Enterprise Agreement 2018
Salary	\$92,773 at 01 July 2022 (pro rata to 0.4EFT)
Position reports to	Team Leader Operations
Date Approved	August 2022

1. ORGANISATIONAL ENVIRONMENT

Women's Health Victoria (WHV) is a statewide women's health promotion, advocacy, and support service with a proud history of over 25 years. We are an independent, feminist, not-for-profit organisation. We advocate and build system capacity for a gendered approach to health that reduces inequalities and improves health outcomes for women.

We collaborate with women, health professionals, researchers, policy makers, service providers and community organisations.

Our health promotion, information and support programs work with and for women, to identify and respond to service gaps and health inequalities in innovative ways.

The organisational structure comprises four portfolio areas who all contribute to achieving the goals and priorities set out in the [WHV Strategic Plan 2018-2023](#). This includes Policy and Health Promotion; 1800 My Options phone line and information service; Counterpart – peer support service for women with cancer; and Business Services.

Our board members, staff and volunteers work to a values-based code of conduct, which sets expectations about our leadership and integrity; our belief in empowerment of others; our belief in equality of opportunities and rights; our feminist commitment to women's equality and to challenge gender norms, practices, and structures.

Counterpart

As a service of WHV, Counterpart – women supporting women with cancer - is a state-wide service providing information and support services to women with cancer. Counterpart aims to connect, support, and inform women with cancer to live well. Counterpart recognises that a diagnosis of cancer must be seen in the broader context of a woman's life. Women (and sometimes their families and friends), use the service to seek information on a range of psychological, emotional, and practical issues associated with cancer – the service does not provide medical advice or counselling. Services currently consist of a central city-based Resource Centre and programs and activities delivered in a range of locations including acute and community settings.

The Counterpart team includes 10 staff, who work alongside over 30 trained Peer Support Volunteers who have personally experienced cancer. In addition, other women volunteer to provide support in several ways to the service.

The service operates across Victoria, working collaboratively with hospitals, allied health, community services and consumer groups within the cancer sector. Counterpart offers access to its services through its Resource Centre, programs, external activities, and partnerships. Counterpart is funded by the Victorian Department of Health. More information can be accessed at www.counterpart.org.au

2. POSITION OVERVIEW

This position will be based 'in person' at the Counterpart offices. Unless the service is directed to work from home, this role will require all hours in the Resource Centre to be provided on site at 210

Lonsdale Street, Melbourne. In conjunction with other Counterpart staff, this role will coordinate the activities of the Resource Centre; primarily the support, coordination, and guidance of Counterpart Peer Support Volunteers who in turn provide support, connection, and information to Victorian women with cancer.

3. POSITION OBJECTIVES

- Manage the Counterpart Resource Centre on a roster basis including supporting the Peer Support Volunteers in their roles within the Resource Centre and associated programs, including What's On and Making Connections.
- Co-ordinate administrative processes within the Resource Centre to continually improve and update service provision to women with cancer.
- Provide back up to Bridge of Support programs to cover leave.
- Undertake other program related activities as mutually agreed to.

4. KEY RESPONSIBILITIES

Manage the Counterpart Resource Centre on a roster basis including supporting the Peer Support Volunteer in their role within the Resource Centre and associated programs, including What's On and Making Connections.

- Work directly with Counterpart Peer Support Volunteers to engage with service users and provide information and support. Support the volunteers in responding to requests for information and support as they speak with women. This will include contacts in person, via phone, email and online.
- On occasion, directly provide information and support to service users.
- Provide direction and allocation of tasks to Volunteers when working in the Resource Centre.
- Routinely debrief with Volunteers on matters that arise through their peer support role and contacts with women. Involve the Team Leader Operations and Volunteer Coordinator in complex cases as required.
- Respond to complex requests for information and support from service users which may require liaison with, or referral to, other services and sourcing information specific to individual requests.
- Co-ordinate and implement high quality service delivery in the Resource Centre consistent with service policies and procedures, including the documentation of service user contacts for the purposes of service provision, data entry, evaluation, and reporting.
- Facilitate continuity of service provision and timely completion of required follow-up through effective handover and communication with members of the Counterpart Programs Team.
- Respond to referrals from service providers and actively engage on issues relating to the provision of information and support to service users.
- Together with other members of the Counterpart Programs Team, organise, promote, and implement programs including:
 - Individual contacts with the Resource Centre (phone, in person, email and queries generated through the Counterpart website)
 - Resource Centre programs including but not limited to the What's On/Making Connections programs
 - Counterpart forums (Resource Centre based and in local communities across Victoria)
 - Provision of online access such as webinars, online events and Zoom
 - Other administrative tasks that improve services to women and streamline activities of the Resource Centre

Provide ad-hoc back up to the Bridge of Support program as required

- Manage and support allocated Peer Support Volunteers in the hospital environment.
- Liaise with key hospital personnel to deliver the Bridge of Support program.
- Collect and enter data as required.

5. ORGANISATIONAL RELATIONSHIPS:

Internal

Key internal relationships:

- Contribute to the culture of decision-making processes incorporating co-operation, collaboration, and shared accountability with other staff
- Work closely with the Counterpart Team Leader Operations to whom this position reports.
- Counterpart team and volunteers
- WHV Chief Executive Officer and staff.

External

Key external relationships:

- Service users including women with cancer, carers, family members and friends.
- Cancer nurses and other acute sector cancer providers across Victoria.
- Health and community sector services across Victoria.
- Cancer organisations and support groups
- Presenters for What's On and Making Connections programs.

6. ACCOUNTABILITY:

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

7. EXTENT OF AUTHORITY:

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

8. RESPONSIBILITIES CARRIED OUT BY ALL STAFF:

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

Expected Professional Attributes and Behaviours:

- Actively contribute to a positive organisational culture by modelling the [Code of Conduct](#) and WHV values: Respect; Inclusion; Innovation; Courage; Excellence, and participating in social and cultural activities to strengthen diversity and inclusion including the RAP.
- Communicate in an open and honest manner with colleagues and negotiate positive outcomes for all.
- Consistently demonstrate a confident, optimistic, and proactive mindset.
- Take ownership of own job and actively consider the consequences of actions and the decisions that are made.
- Demonstrate commitment to the work of WHV, work collaboratively with colleagues and share information and knowledge openly with colleagues.

9. WHV ENTERPRISE AGREEMENT

For more information about WHV classification structure and competencies, please refer to the following sections of the Enterprise Agreement:

- Appendices Appendix A - Classification Structure
 - 1.2.1 Classification definitions: page 79
 - 1.2.2 Classification competencies page 82

10. **SELECTION CRITERIA:**

Experience, skills, and knowledge

- Experience in working with diverse communities of people in a service delivery role within a health or community setting.
- Ability to co-ordinate, support and debrief volunteers.
- Experience working with people with significant emotional distress.
- Awareness of issues for women with cancer, principles of self-management and up-to-date understanding of cancer sector principles and philosophies of supportive and survivorship care.
- Ability to work to deadlines and in time-pressured environments.
- Ability to be flexible with a preference for working in a team environment.
- Well-developed oral and written communication skills.
- Well-developed organisational and time management skills.
- Intermediate level competency in MS Office software, including Word, Excel, Outlook and PowerPoint and Google platforms.
- Commitment to a feminist framework and an understanding of the social model of health as it relates to the diverse needs of women.

Qualifications

- Tertiary qualifications in Health/Social Science/Nursing or equivalent and/or 4 years of experience in a similar role.
- A current Victorian Drivers Licence.
- Vaccinations to meet hospital requirements to allow attendance at Bridge of Support programs.
- Working with Children Check and National Police Check

Desirable experience

- Experience in consumer-focused service delivery with a proven ability to connect with women from diverse communities.
- Understanding of the emotional, information and practical needs of women with cancer.



Approved

CEO, Women's Health Victoria

Date

August 2022

To Apply

Apply at <https://womenshealthvic.com.au/job-vacancies> by submitting a resume and cover letter of no more than two pages outlining your suitability to the position in line with the Key Selection Criteria.

If you require technical support, please email jobs@whv.org.au

For any questions about the role, please contact:

Kellie Holland
Team Leader Operations and Volunteer Coordinator
Kellie.holland@counterpart.org.au
Ph. 8488 9834

Applications close: **10am Monday 29 August 2022**

We are committed to providing a safe and inclusive working environment that embraces and values safety, diversity and flexibility.

We welcome and encourage applications from women with diverse backgrounds including Aboriginal and Torres Strait Islander women, women living with a disability, women from migrant and refugee backgrounds and women of diverse sexual orientations.

We support flexible and accessible working arrangements for all and are committed to ensuring that all jobs can be performed flexibly within a hybrid model. If you're short listed for a role and are looking for flexibility, we encourage you to start the conversation with us to find out what options may be possible for the role you're applying for.

WHV EO Exemption No. H351/2019