



Dear Enquirer

Thank you for your interest in Hepatitis NSW and for your interest in the position of:

Project Officer – Infoline, Speaker Program, HepConnect

Full-time

35 hours per week

Fixed term to 30th of June 2026

Your written job application should include:

- **A cover letter or statement addressing each of the selection criteria.** If you do not demonstrate how you meet each of the criteria your application will not be considered.
- A copy of your CV
- Two referees, one being your current or most recent employer.

Applications close 9:00am, Wednesday 15th of October 2025.

Please send your application marked “*Confidential*” to Maria McMahon by email to: mmcmahon@hep.org.au or submit through the Ethical Jobs portal.

Shortlisted applicants will be contacted by email after the closing date. If you have not heard from us by the interview date, then your application has not been successful. Interviews will be held later in the week commencing **Monday 20th of October 2025**

The successful applicant will be asked to consent to undergo a criminal record check, as required by our funding body, NSW Health.

You may also wish to read these documents:

- Hepatitis NSW Annual report

https://www.hep.org.au/wp-content/uploads/2024/11/annualreport2024_A4_FA_online_sml.pdf

- Strategic plan 2025-2030

https://www.hep.org.au/wp-content/uploads/2024/10/240719_res_stratplan_FA_forweb.pdf

We look forward to receiving your application by **9:00am, Wednesday 15th of October 2025..**

With best wishes,

A handwritten signature in black ink, appearing to read 'Maria McMahon', with a dotted line underneath.

Maria McMahon

Chief Operations Officer



Position:	Project Officer – Infoline, Speaker Program, Hep Connect
Reports to:	Program Manager – Priority Populations and Settings
Hours:	35 hours per week
Classification:	SCHADS Level 4
Salary:	\$44.58 to \$47.97 per hour Annual salary: \$81,136 to \$87,305 (plus superannuation and annual leave loading)
Employment type:	Fixed term to 30 June 2026

POSITION CONTEXT

Hepatitis NSW is a member-based, health promotion charity funded by the NSW Ministry of Health. Hepatitis NSW is an incorporated association, governed by a Board made up of elected and appointed members.

There are 17 permanent staff members, approximately 40 casual staff, and volunteer workers.

Our vision is *A world free of viral hepatitis*. We provide information, support, referral and advocacy for people affected by viral hepatitis in NSW. We work to prevent the transmission of hepatitis B and hepatitis C and to improve the health and well-being of affected people and communities. Learn more about us and what we do at www.hep.org.au.

Our work is premised on the values of:

- *Inclusiveness* – we provide a range of non-judgemental services and information to all people living with or affected by viral hepatitis.
- *Excellence* – we deliver quality and innovative services informed by evidence-based research, harm reduction principles and engagement with affected communities.
- *Collaboration* – we build strong partnerships with our stakeholders.
- *Integrity* – we are accountable to our communities and transparent in our actions.
- *Independence* – we work in the best interests of people affected by viral hepatitis.

Hepatitis NSW is committed to the ideal of equal opportunity in employment and will not discriminate against applicants or employees on the grounds of race, gender, age, physical or intellectual impairment, sexuality, marital status, religious belief, political conviction, hepatitis or other health status or on any other ground that is not relevant in determining the best applicant for any position. People with viral hepatitis are encouraged to apply, as are people from Aboriginal and Torres Strait Islander, people from culturally and linguistically diverse backgrounds, and people with disability.

Our office in Surry Hills, Sydney is wheelchair accessible.

This role is a fixed term position until 30 June 2026.



PURPOSE AND FUNCTION

The role involves primarily overseeing three distinct projects, namely the:

- Hepatitis Infoline - a telephone, online chat and email service providing a primary point of contact and source of information, support, assistance and referral on hepatitis for the affected community, health service providers, and the general public.
- Speaker Program - a long-established program employing around 10 people with lived experience of hepatitis B or C who share their personal story in a number of forums including online webinars, at conferences, and in workplace training sessions.
- Hep Connect Program - app-based treatment support service that provides encouragement and incentives to adhere to medication treatment and achieve cure in 8 - 12-weeks.

Under the guidance of the Program Manager, Priority Populations and Settings, the Project Officer will:

- Coordinate the rostering of staff who take calls from community; answer calls; data collection, analysis and reporting; maintain the quality of the service; train and update staff; refer incoming enquiries; and work with external stakeholders on keeping the service up to date.
- Recruit, train and support lived experience Speakers; promote the Speaker program; coordinate Speaker briefing and attendance at booked events; as well as, maintain, enhance and build strong relationships with external service users and partners.
- Promote the PERX Hep Connect app; liaise with the app contractor; analyse and report data.

MAIN DUTIES AND RESPONSIBILITIES

The Project Officer will:

Lead the delivery of the Hepatitis Infoline

- Train and maintain staff competency of the Infoline.
- Organise the roster for Infoline.
- Update staff with new developments in knowledge and understanding.
- Ensure Infoline procedures and protocols are followed.
- Organise bi-monthly formal external debriefs and regular debriefs as required.
- Handle any calls that require escalation.
- Continue to update Infoline manual.
- Maintain a strong relationship with Justice Health NSW and private prison nurses.
- Organise the packing and sending of information packs to community members.

Lead the delivery of the Speaker Program

- Maintain the current compliment of staff.
- Expand the current compliment of staff, where needed and train new staff.
- Ensure the wellbeing of the lived experience speakers through debriefing, regular contact, support, and helping them continue to develop their speaking skills and story delivery.
- Maintain and grow relationships with organisations that utilise the Speaker Program.

Lead the delivery of the Hep Connect program

- Ensure the effective functioning of the Hep Connect app.



- Liaise with the app developer where required.
- Promote the Hep Connect app to relevant partners including hepatology nurses, drug and alcohol service staff, community organisations, and GPs.

Work as part of the Priority Populations and Settings team

- Work with the team to deliver goals across programs.
- Collaborate with colleagues to support shared team goals.

Collect and record data

- Ensure data and reporting requirements are met across the three projects.

Ensure budgetary compliance

- In collaboration with the Program Manager, ensure that budgets are managed and spends are tracked to ensure.

General

- Promote and support the achievement of the Hepatitis NSW vision and mission.
- Model Hepatitis NSW's values and philosophy.
- Exercise sound judgement in decision making within delegated authority.
- Participate in staff meetings, professional development and organisational workshops.
- Assist with producing reports and issues papers for the Board, Board Sub-committees, funding agencies and partners, as directed.
- Adhere to all Hepatitis NSW policies and procedures.
- Assist in the day-to-day operations of Hepatitis NSW as required.

RELATIONSHIPS

Internal

- Reports to the Program Manager, Priority Populations and Settings
- Liaises, collaborates, and supports other staff, peer workers, and volunteer workers.

External

- Communities and people living with, at-risk of, or affected by, hepatitis B and hepatitis C.
- Hepatitis NSW members.
- Members of the public.
- Key stakeholders and partners, may include but are not limited to:
 - NSW Ministry of Health;
 - Local Health Districts;
 - Justice Health NSW;
 - Community-based and non-government organisations.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Some out of office work, in community or restricted access settings may be required.



QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

Qualifications

- Relevant degree qualification, and/or at least two years' experience working in a social services, health or education field.

Experience

- Demonstrated experience in client focused service provision.
- Demonstrated experience in the development and delivery of person-centred services including planning, implementation, and evaluation.
- Proven track record of successful and productive collaborative practice, including demonstrated ability to negotiate, network, engage, consult, and respond to the needs of a diverse group of stakeholders.

Knowledge

- Thorough understanding of access, equity, participation, and equality issues, especially regarding delivery of healthcare, social and welfare services.
- An ability to develop a thorough understanding of medical and social implications of hepatitis B and C infection, as well as an understanding of injecting drug use issues and harm minimisation concepts, both in the broader community and correctional settings.
- Sound knowledge and understanding of government funding, reporting, and compliance requirements.
- Sound project management and documentation experience, and knowledge of evaluation processes.
- Knowledge of, or the capacity to quickly acquire and apply knowledge of, data collection, data security, management and analysis.

Skills and abilities

- Well-developed communication, interpersonal and representational skills, including ability to provide advice and convey information in an accessible way, and influence people.
- Ability to use contemporary communication channels to share information, engage and interact with diverse audiences.
- Well-developed organisational skills including the ability to adapt, prioritise, plan and manage own work, and the ability to work to deadlines under general supervision and/or as a member of a team.
- Demonstrated experience in delivery of group work and/or adult education.
- Ability to handle diverse situations, multiple demands and changing priorities.
- Creative and able to quickly adapt to new and emerging situations.
- Ability to initiate new ideas, analyse problems, exercise sound professional judgement and contribute critical knowledge and skills where work procedures are not clearly defined.
- Demonstrated ability to analyse and interpret information and data and contribute to program, service and project development that is responsive, appropriate and relevant.
- Able to effectively mentor staff and supervise volunteers.
- Proficiency and competency in using a range of PC-based computer applications, including Microsoft Office suite of applications and CRM databases, combined with a high level of accuracy and attention to detail.



WHY WORK WITH US

Hepatitis NSW has a long history of working effectively in providing a connection between community and the health sector to improve the health and wellbeing of communities affected by hepatitis B and C. Hepatitis NSW is an organisation that strives to live its organisational values and, as such, offers attractive working conditions and benefits to all staff, including but not limited to:

- A generous time off in lieu policy for any additional hours worked.
- 60-40 split between the office and working from home.
- Flexible working days and hours
- Full fringe tax benefits.
- Study leave.
- Chronic illness (extended personal) leave.
- Ceremonial leave for First Nations employees.
- Special (end of year shut down) leave.
- Employee Assistance Program
- Great personal and professional development opportunities including attending and presenting at interstate conferences.
- A \$900 annual professional development budget.
- A strong commitment to work-life balance, a great organisational culture, and a vibrant and diverse workforce.

Hepatitis NSW is a highly regarded organisation with a great reputation as a flexible, high-achieving community organisation with a truly statewide reach. A drive to improve the health and wellbeing of our communities is at the core of the work we do and we're proud of the outcomes we achieve for people affected by hep B and C across NSW.



SELECTION CRITERIA

Please respond to the following criteria, providing specific, detailed examples that demonstrate you have the qualifications, knowledge, experience, skills, and abilities identified above. We recommend providing a couple of hundred words for each point as these will be the criteria your application is judged upon. **If you do not submit a cover letter with your answers to the below selection criteria, your application will not be considered.**

1. Give a detailed example of a time you worked on a project to improve the health, social, cultural, or financial outcomes of a specific group or community.
2. Outline your skills and experience in working to build, develop, or grow a program.
3. Give a detailed example of working with a diverse group of stakeholders to deliver a project, program, or activity.
4. Detail your approach, skills and experience in identifying, building and supporting the development of internal and external partnerships and networks.
5. Give a detailed description of why this role interests you.

CONDITIONS OF EMPLOYMENT

The offices of Hepatitis NSW are located on Level 4, 414 Elizabeth Street, Surry Hills NSW 2010 and operates on a 60/40 hybrid office/home workplace arrangement.

All staff are required to work in the office on Thursdays.

Terms and conditions of employment are those applying under the [Social, Community, Home Care and Disability Services \(SCHADS\) Award 2010](#) in conjunction with [the National Employment Standards](#) and the Fixed Term Contract Statement. The [Fair Work Information Statement](#) and [Fixed Term Contract Information Statement](#) provides overview information about the conditions of employment.

Hepatitis NSW also provides additional above Award benefits including but not limited to flexible working arrangements; study leave; chronic illness (extended personal) leave; ceremonial leave for First Nations employees subject to conditions; special (end of year shut down) leave; Employee Assistance Program and additional paid COVID 19 leave subject to conditions.

Salary packaging and Fringe Benefits are available following successful completion of a 6-month probationary period, where applicable.

Employment is subject to a national criminal record check.

Some out-of-hours work may be required.

Willingness to undertake travel within NSW, as well as interstate is required.

Current NSW driver's licence is required.

Prepared by: Kyle Leadbeatter
Program Manager – Priority Populations and Settings
Date: 26 September 2025

Approved by: Steven R Drew
Chief Executive Officer
Date: 26 September 2025