



Dear applicant

Thank you for your interest in Hepatitis NSW and the position of **Coordinator, HepLink NSW**.

TO APPLY

Your written job application should include:

- a covering letter which includes your residential address;
- **a document addressing the SELECTION CRITERIA;**
- a copy of your CV.

SELECTION CRITERIA

Please respond to the following criteria, providing specific detailed examples that demonstrate you have the **qualifications, knowledge, experience, skills, and abilities identified in the Position Description following**.

*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 complete the selection criteria, your application will not be considered.***

1. Detail your approach, skills and experience in identifying, building and supporting the development of partnerships and networks.
2. Based on your knowledge, describe an ideal experience of person-centred service delivery, from the consumer's viewpoint.
3. Provide a summary of your experience where you provided group work or adult education, information or training to service providers to increase their knowledge and support people's access to services.
4. Outline your experience in Microsoft Office suite of programs and Client Record Management (CRM) software you have used.
5. Outline strategies you employ in working collaboratively across different teams.

Applications close: 5.00pm, Monday March 30, 2026.

Please send your application - marked "Confidential" - to Grace Crowley, by email: gcrowley@hep.org.au

Please direct enquiries about the position, to Grace Crowley on **02 8217 7704** or gcrowley@hep.org.au

Shortlisted applicants will be contacted by phone 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 in the week commencing **Monday 20 April 2026**.

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 hep.org.au/wp-content/uploads/2024/04/HNSW_2023_AnnualReport.pdf
- Strategic Plan 2020-2024 hep.org.au/wp-content/uploads/2024/04/Strategic-Plan-2020-2024.pdf

Please note, this position is full-time fixed term from 1 July 2026 to 30 June 2029, with the possibility of extension dependent on additional ongoing funding.

Regards,

Grace Crowley
Program Manager, Community Engagement and Support

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| Position: | HepLink NSW Project Coordinator |
| Reports to: | Program Manager, Community Support and Engagement |
| Hours: | 35 hours/week |
| Classification: | SCHADS Level 5 |
| Salary: | \$51.00 to \$53.31 per hour Annual salary: \$92,820 to \$97,024 (plus superannuation and annual leave loading) |
| Employment type: | Fixed term to 30 June 2029 |

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 20 permanent staff members, approximately 50 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-judgmental 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.

ABOUT THE PROGRAM

HepLink Australia is a Commonwealth Department of Health funded initiative managed by Hepatitis Australia through a collective governance agreement, and in partnership with, member organisations. HepLink Australia program provides confidential, free and localised viral hepatitis information and support services. HepLink Australia incorporates a range of services including information, supportive brief interventions, peer support, referral and linkage, individual advocacy and workforce support.

Hepatitis NSW is the NSW service delivery partner for HepLink Australia.

The HepLink NSW project contributes to the HepLink Australia program by providing readily accessible, up-to-date information and contact details of local health service providers delivering hepatitis B, hepatitis C and liver health care throughout NSW via our online Service Directory. It also provides information and support over the phone, face to face in the community, via email and

instant chat. In addition, the HepLink NSW project supports people at risk of, and impacted by, hepatitis B or hepatitis C on their liver health journey.

PURPOSE AND FUNCTION

Liver damage, particularly that caused by hepatitis B and hepatitis C is a major public health issue in Australia. There is a growing need for programs that reach people with important information about the need for hepatitis B and hepatitis C testing, vaccination, monitoring or treatment. It is also important to support people by providing linkage to care.

Under the guidance of the Program Manager, the HepLink NSW Project Coordinator will:

- Support uptake of viral hepatitis testing and treatment by proactively engaging with people who can benefit from connection to care to offer information, education and service navigation and referral
- Focus on network development ensuring clear health pathways, and increased engagement with other funded programs to support people in need by providing linkage to care in their local communities
- Coordinate person centred care through facilitating referrals and strengthening pathways
- Maintain existing, and establish, new networks that reduce the impacts of stigma and discrimination for people seeking treatment or support
- Undertake proactive engagement across NSW to identify potential linkages, facilitate partnerships and support new program establishment opportunities
- Support and assist promotion and marketing of the program, and
- Collect and record data in relation to the program

MAIN DUTIES AND RESPONSIBILITIES

The Project Coordinator will:

Provide on the ground support and guidance to people accessing HepLink NSW service:

- Interactions by phone, email, text, webchat, and face-to-face through in-service contact or outreach activities.
- Contribute to the development of, and adhere to, best-practice place-based and person-centred care principles.
- Maintain currency of knowledge across viral hepatitis including both hepatitis B and hepatitis C.

Collaborate with the HepLink National Programs Team:

- Work in partnership with the HepLink National Programs team to ensure alignment with the aims and objectives of the HepLink Program.
- Support national program implementation in NSW.
- Attend meetings and events as required

Build local networks:

- Develop and maintain effective networks and partnerships aligned with the National Hepatitis B and Hepatitis C Strategies, including multicultural health organisations, PHNs, and primary care.
- Maintain relationships with local service providers and networks
- Identify opportunities that support uptake and integration of HepLink in NSW.
- Work with other Hepatitis NSW staff to support and develop local peer support networks.
- Map state-wide connections to support navigable pathways for viral hepatitis treatment and management.

Provide linkage and referral

- Maintain data and information in the Hepatitis NSW online Service Directory.
- Assist programs and services to easily integrate into identified areas of need through provision of contact information, connection with any relevant peer groups and local support services.
- Facilitate individuals' access to services by providing referrals, counter-referrals and warm-referrals as appropriate.

Collect and record data

- Ensure data collection and entry requirements under the HepLink program in NSW.

Proactive engagement

- Engage in, or support, outreach in affected communities as identified by Hepatitis NSW and the HepLink NSW Program, including HepLink outreach events.
- Actively engage with local communities to expand the scope of health workforces (GPs, nurses, pharmacists) and link them to training and skills development (e.g., ASHM courses).
- Connect with services to understand their support needs, identify program linkages, and foster collaboration between Commonwealth and NSW funded services.
- Provide local health services with information and education to promote access, and enhance uptake of, HepLink services.
- Engage in or coordinate outreach in affected communities as identified by the HepLink Expert Advisory Committee.
- Support the seamless delivery of HepLink NSW with existing NSW delivered services.

Promotion and marketing

- Drive activity and raise awareness about the program and its services in NSW.
- Support national promotion and marketing campaigns in NSW.
- Disseminate materials to local community hubs and to areas of identified need.

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 HNSW as required.

OTHER RELATIONSHIPS

Internal

- Reports to the Program Manager, Community Support and Engagement
- Liaises, collaborates and supports other staff, peer workers and volunteer workers.
- Liaises and supports with members of the Hepatitis NSW Board.

External

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

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, or at least three years' experience working in a relevant 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 establishing and maintaining stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met

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.
- Knowledge of project management systems, contemporary change management methodologies, and tools that support project evaluation, reporting and needs.
- Knowledge of, or the capacity to quickly acquire and apply knowledge of, data collection, data security, management and analysis.

Skills and abilities

- Able to undertake all phases of project planning, development, and execution, including supporting activities that deliver projects on time, within budget and scope, and to quality standards using established methodologies.
- Highly developed verbal and written communication, interpersonal and representational skills, including ability to provide advice and convey complex information in an accessible and engaging way, and influence people
- Develop systems to collect data from an array of projects as needed.
- Document pathways of care and negotiate the development of protocols and clinical systems to support client navigation of health systems and services.
- 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 provide guidance to other team members on data processes, practices and collection.
- 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.
- Demonstrable ability to identify and negotiate data collection needs.
- Ability to explore creative ways 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 limited supervision and/or as a member of a team.
- Able to handle diverse situations, multiple demands, changing priorities and emerging situations and build positive working relationships.
- Ability to initiate new and innovative ideas, analyse problems, exercise sound professional judgement and contribute critical knowledge and skills in the establishment of new methods or practices to achieve outcomes where work procedures are not clearly defined.

SELECTION CRITERIA

Respond to the following criteria, providing specific detailed examples that demonstrate you have the qualifications, knowledge, experience, skills and abilities identified above.

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1. Detail your approach, skills and experience in identifying, building and supporting the development of partnerships and networks.
2. Based on your knowledge, describe an ideal experience of person-centred service delivery, from the consumer's viewpoint.
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5. Outline strategies you employ in working collaboratively across different teams.

CONDITIONS OF EMPLOYMENT:

The offices of Hepatitis NSW are located at Level 4, 414 Elizabeth Street, Surry Hills NSW 2010.

The organisation currently operates on a 60/40 hybrid office/home workplace arrangement.

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

The 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](#).

Hepatitis NSW also provides additional above Award benefits including but not limited to a 35-hour week; 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.

All employees of Hepatitis NSW are bound by the approved policies and procedures of the organisation.

Staff and volunteers of Hepatitis NSW are encouraged to vaccinate for COVID 19 and hepatitis B.

Salary packaging and Fringe Benefits are available following successful completion of probationary period.

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 license.

Prepared by: Grace Crowley
Program Manager,
Community Support & Engagement
Date: 10 March 2026

Approved by: Steven R Drew
Chief Executive Officer
13 March 2026

Guide for Job Applicants

Equal opportunities statement

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, physical or intellectual impairment, sexuality, marital status, religious belief, political conviction, viral 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 backgrounds.

Procedure

A job application pack containing the job description is sent to people who enquire about the position by email. Positions are generally advertised for a period of two to three weeks. Within this time and by the advertised closing date, applicants should return a **written application containing a cover letter or statement which must address the selection criteria and including their CV and details of two referees**. If these criteria are not addressed the application will not be considered.

Appointments to Hepatitis NSW (HNSW) are made based on merit. This means that in every case, the applicant judged to be most capable of carrying out the relevant duties will be appointed.

The Selection Process

The advertisement and job description provide the basis for the selection process, as these specify the qualifications, skills, knowledge and experience required for the position.

During the selection process none of the essential criteria can be overlooked, and no new criteria can be introduced.

Selection is normally carried out by a committee of at least three people and will generally include:

- one person from the section where the vacancy exists;
- at least one person familiar with the work to be done;
- at least one person from another organisation;
- both women and men.

The committee is responsible for choosing the applicant who best satisfies the specifications outlined in the job description. If no applicant meets the selection criteria's essential requirements the position may be re-advertised.

There are two stages involved in assessing applicants for a position:

- the selection of candidates for interview based on the initial written applications;
- interviewing of selected applicants.

Written application

Written applications are assessed against the essential requirements of the selection criteria. Those applicants who fail to demonstrate they meet all essential criteria will not be considered further.

Applications that do not address the selection criteria will not be considered. If a large number of applicants meet all essential criteria, the committee will select candidates for interview by assessing each candidate's relative strengths, using the information contained in the written applications, and against the stated desirable criteria.

As the written application forms the basis for the committee's decision-making process, it is very important you prepare it carefully. If you have any queries please contact the person named in the job application pack for further information before completing and sending your application.

In addition to paid work experience, if relevant to the selection criteria, the following information should be included in the written application:

- skills and experience gained through voluntary work experience
- skills and experience gained through life experience or 'non-working' activities

Applications should be forwarded to the nominated email address by the advertised closing date. The committee can accept late applications if the applicant requests so before the closing date and the committee then accepts the applicant's request.

To assist you in seeking employment we would like you to incorporate the following in preparing your application:

- When asked for a demonstrated ability you need to give examples that prove you have the relevant ability or knowledge.
- When asked for highly developed communication skills, you must provide examples and proof that you have these skills. Describe the experience or things you have done to demonstrate you have these skills, for example describing your experience in dealing with people, details of reports and education programs you have written and examples of problems you have solved using communication skills.
- When asked to demonstrate capacity, you do not need to have done this kind of work before, but your skills, knowledge and experience must show that you are capable of doing this part of the job. Describe things you have done which prove you can do this kind of work.

References

A minimum of two referees should be provided along with the job application, one of whom should be, if possible, the current or most recent employer. Reference checks will be made following the interview process and will usually be followed up only for the successful candidate, or as part of the process of making the selection should the candidates perform equally well during the interview. The checks will be carried out prior to a job offer being made.

The Interview

Applicants invited for an interview may like to ask what material, if any, should be brought to the interview. Generally, candidates could bring evidence of qualifications and samples of work done, if relevant to the essential criteria. Candidates may be asked to undertake a test or task to demonstrate areas of skill required in the position.

Applicants should prepare for the interview by familiarising themselves with the work of Hepatitis NSW, particularly with the work done by the section in which the position is found.

Further information may be found on our website at hep.org.au.

You may also wish to read these organisational documents:

- Hepatitis NSW Annual Report
- Strategic Plan 2020-2024

Although interview questions generally relate to the relevant job description, it is advisable to be prepared to give reasons for being interested in the position.

Applicants will be given an opportunity to ask questions about the position. Such questions offer candidates an opportunity to demonstrate interest in and understanding of the position and its duties. It is the applicant's responsibility to convince the committee that they are the best person for the job.

Notification

Usually there will be only one interview. Applicants may be asked back for second interviews and will usually be notified by telephone if this is the case.

The successful applicant will be notified by phone and by email and should give their reply in writing as soon as possible. Unsuccessful interviewed applicants will be notified in writing within two weeks of their interview. If you have not heard from us by the interview date, then your application has not been successful.

Eligibility List

Where the panel finds an applicant (or applicants) to be suitable, an offer may be made to keep that applicant on an eligibility list for a period of six months from the date of interview. If the person appointed to the position is not able to continue in the post within that six-month period, Hepatitis NSW may be able to offer the position to a suitable applicant without the need for a further application or interview.

National Criminal Records check

We are required by our funder, NSW Health, to carry out a national criminal record check for all new employees, casual staff, and volunteers. This is a confidential process which will be carried out before an offer of employment is made to a preferred applicant. To enable this to occur, applicants must provide proof of identity and sign a consent form.