

9 April 2026



Dear Enquirer

Thank you for your interest in Hepatitis NSW and for your interest in the position of **Program Manager**. This is an ongoing (permanent) role working 35 hours per week.

**Your written job application should include:**

- (i) A 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.***
- (ii) A copy of your CV; and
- (iii) Two referees, one being your current or most recent employer.

**Applications close 12pm, Monday 20 April 2026.**

Please send your application marked "*Confidential*" to Grace Crowley by email to [gcrowley@hep.org.au](mailto: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 **late April 2026**.

The preferred appointee is required to undergo a National Police Check as required by our funding body, NSW Health and in accordance with Hepatitis NSW policy.

To learn more about Hepatitis NSW, you should check out our:

- [Hepatitis NSW Services and Annual Report 2024/2025](#)
- [Hepatitis NSW Services and Annual Report 2025 video](#)
- [Strategic plan 2025-2030](#)

We look forward to receiving your application by **12pm, Monday 20 April 2026**.

Regards

**Steven R Drew**  
Chief Executive Officer

**Hepatitis NSW**  
working towards a world free of viral hepatitis



**Hepatitis NSW** *Hepatitis Infoline* 1800 803 990 [www.hep.org.au](http://www.hep.org.au)  
P: 02 9332 1853 | E: [hns@hep.org.au](mailto:hns@hep.org.au) | PO Box 432 Darlinghurst NSW 1300  
Level 4, 414 Elizabeth Street, Surry Hills NSW 2010

A non-profit health promotion charity funded by the NSW Ministry of Health. Donations of \$2 and over tax deductible  
Accredited by the Quality Improvement Council of Australia (QIC). ABN 30 408 095 245

<b>Position:</b>	Program Manager
<b>Reports to:</b>	Chief Executive Officer
<b>Hours:</b>	35 hours/week
<b>Classification:</b>	SCHADS Level 6
<b>Salary:</b>	\$55.72 to \$58.19 per hour Gross salary: \$101,410 to \$105,906 per annum Annual salary: \$114,949 to \$120,044 (including superannuation and annual leave loading)
<b>Employment type:</b>	Ongoing

#### **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 ongoing and fixed-term 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](http://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.

#### **PURPOSE AND FUNCTION:**

As Program Manager you will:

- Lead and manage a small team to ensure the successful delivery and evaluation of Hepatitis NSW programs, services, projects and activities.
- Contribute to the conceptualisation, development, planning, and delivery of new programs, services, projects and activities that further the strategic objectives of Hepatitis NSW.

#### **MAIN DUTIES AND RESPONSIBILITIES:**

The Program Manager will:

## **Program management**

- Provide oversight and direction of a suite of Hepatitis NSW programs and services.
- Oversee, manage and coordinate programs, services, projects and activities including compliance and reporting, and delivery and achievement of key performance measures.
- Develop, prepare and manage program area budgets including monitoring of program expenditure.
- Monitor and evaluate programs, services, projects and activities including embedding the organisational monitoring and evaluation framework in the work of the program team.
- Represent the organisation in forums with diverse stakeholders including funding bodies, program partners, clinical and community service providers, people with lived experience, members, researchers and the public.
- Manage program-specific contracts including the contracting of services for program delivery.
- Identify and pursue opportunities to further the reach and impact of Hepatitis NSW programs, services, projects and activities including development or redesign in response to new or emerging research, policies, technologies.

## **Human resources**

- Lead, manage, supervise and mentor the program team to ensure the achievement of individual program objectives and deliverables.
- Develop, manage and monitor performance against team and individual workplans.
- Develop and support ongoing professional development opportunities for team members.
- Develop, implement and monitor adherence to operational procedures and work practices relevant to the programs team.
- Identify, manage and monitor risks for individuals, the team and the organisation broadly.

## **Organisational Management and Teamwork**

- Promote the Hepatitis NSW vision and mission.
- Lead and model Hepatitis NSW's values and philosophy.
- Contribute to the overall management of Hepatitis NSW as part of the organisation's management team.
- Exercise sound judgement in decision making within delegated authority.
- Participate in staff meetings, development and organisational workshops.
- Produce reports and issues papers for the Board and Sub-committees of the Board, as directed by the Chief Executive Officer.
- Adhere to all Hepatitis NSW policies and procedures.

## **OTHER RELATIONSHIPS**

### **Internal**

- Reports to the Chief Executive Officer.
- Supervises Program area staff, casual workers and volunteer workers.

- Liaises and collaborates with the Chief Executive Officer, Managers, other staff, Board of Governance members and members as appropriate.

## **External**

- Key stakeholders and partners, including but not limited to:
  - The Ministry of Health;
  - Local Health Districts (LHDs);
  - Aboriginal Community Controlled Health Organisations (ACCHOs);
  - Culturally and linguistically diverse community health organisations;
  - Research institutions;
  - National, State and Territory hepatitis organisations;
  - Related and adjacent peer BBV/STI community organisations and patient support groups;
  - Health, alcohol and other drug, justice, youth, community services and police agencies and services;
  - Health professional bodies and agencies;
  - Primary Health Networks (PHNs); and
  - Pharmaceutical companies.
- People living with, at-risk of or affected by hepatitis B and hepatitis C
- Hepatitis NSW members

## **PHYSICAL DEMANDS & WORK ENVIRONMENT**

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

Our office in Surry Hills, Sydney is wheelchair accessible.

## **QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE**

### **Qualifications**

- Relevant degree qualifications and/or substantial experience (minimum of 5 years) in the leadership and management of programs, services and projects preferably in a health, education, or social services environment.

### **Experience**

- Significant expertise in developing, establishing and delivering programs and services including planning, implementation, evaluation, governance, risk mitigation and contract management.
- Extensive experience in budget development, preparation, monitoring, and reporting.
- Proven track record of successful and productive collaborative practice.
- Experience in preparing and presenting high quality information to different audiences, using different forms of media.
- Demonstrated experience in volunteer or staff recruitment, training, and supervision.
- Demonstrated experience in client focused service provision.

### **Knowledge**

- Good knowledge of, or the capacity to acquire and apply knowledge of, viral hepatitis.

- Good knowledge of, or the capacity to acquire and understand, key international, national and state strategies, plans, policies and research agendas related to elimination goals for hepatitis B and hepatitis C.
- Extensive knowledge and understanding of, as well as capability to work within, a member-based charity.
- Sound knowledge of ICT systems, software and networks and of how these can support productivity, security and communications within an organisation.
- Sound knowledge and understanding of government funding, reporting, and compliance requirements.

### **Skills and abilities**

- Proven ability to effectively lead, manage, support, develop and motivate employees, including monitoring performance, to achieve organisational goals and objectives.
- Demonstrated high level skills in budget development, financial and contract management to achieve strategic and operational program deliverables.
- Proven ability to initiate new ideas, analyse complex problems and exercise sound professional judgement to identify strategies for their resolution.
- Proven ability to analyse and interpret research and other data to inform programs, services and projects.
- Proven ability to build effective internal and external stakeholder relationships, and ability to negotiate, network, consult and respond to the needs of a diverse group of stakeholders.
- Excellent communication, interpersonal and representational skills, including ability to provide expert advice and convey complex information in an accessible way, and influence people.
- Ability to analyse and contribute to communications, research and policy development.
- Excellent organisational skills including the ability to adapt, prioritise, plan and manage workloads to achieve deadlines.
- Proficiency and competency in using a range of PC-based computer applications, including project management software, Microsoft Office suite of applications and CRM databases, combined with a high level of accuracy and attention to detail.

### **SELECTION CRITERIA:**

- Provide an example of an externally funded program or service you were responsible for developing, establishing and/or implementing for your organisation. Identify the key stages, including critical considerations, enablers and barriers.
- Outline your experience in leading, managing and developing teams. Define the size (number); nature (full-time/part-time/casual/ongoing/temporary/fixed term); characteristics (diversity/reasonable adjustments); work location (dispersed/virtual/office-based). What is your management style, including the key strategies and actions you deploy to motivate and monitor staff for effectiveness and efficiency?
- In preparing and managing a budget, what are the key principles you apply to underpin its formulation? Provide a service or program example that you were responsible for budget development and financial management.

- Outline a service, program or initiative you developed based on evidence-based need or arising from research/data analysis. How did you conceive the initiative and how were you able to successfully prosecute the case to get approval, including funding to proceed?
- Provide an example where you have successfully achieved a program or service outcome via influence and reliance on internal and external stakeholder goodwill. What were the key components? What barriers and challenges did you have to navigate and how did you successfully reconcile these?

## **CONDITIONS OF EMPLOYMENT:**

Hepatitis NSW operates on a 35-hour work week.

The offices of Hepatitis NSW are located on 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 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 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 Police Check.

Some out-of-hours work may be required.

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

A current NSW driver's license is required.

Prepared by: Steven R Drew  
Chief Executive Officer

Date: 19 February 2026

Approved by: Steven Drew  
Chief Executive Officer

5 March 2026