

# Position Description

## Health Educator

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| <b>Position Title:</b>                | Health Educator                                                                                                                        |
| <b>Manager (reports to):</b>          | Team Leader RhED                                                                                                                       |
| <b>Division:</b>                      | Client Services                                                                                                                        |
| <b>Program:</b>                       | RhED                                                                                                                                   |
| <b>Primary Location:</b>              | Level 2, Victorian Pride Centre, 79-81 Fitzroy St, St Kilda, VIC 3182                                                                  |
| <b>Other Location:</b>                | Multiple sites and offsite when required                                                                                               |
| <b>Classification (Grade/Level):</b>  | SACS Level 5                                                                                                                           |
| <b>Enterprise Agreement or Award:</b> | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 or its successor |

## Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, *Your health, your choice, your way*, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change.

Resourcing health and Education in the sex industry (RhED) is a specialist program within BHN's Resilient Communities unit. RhED provides health promotion, education, advocacy, and support to people working in the sex industry across Victoria. The program delivers a range of outreach and centre-based services designed to improve health, wellbeing, and safety, while reducing stigma and barriers to care.

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## Position Objective

RhED Health Educators provide telephone, face to face, and online assistance to health inquiries from current and previous sex industry workers from a variety of workplace settings. The program also provides support and information services to sex industry operators, managers, clients of sex workers, and extended families of sex workers, related services and the broader community.

The Health Educator role is responsible for health education, stakeholder engagement, frontline-informed systems advocacy, portfolio management, and resource development.

RhED's Health Educators have a broad body of knowledge of the sex industry and provide information, education, support, referrals and advocacy to sex workers. They deliver these services to brothels, escort agencies and through individual consultations, by outreach, phone and online communication. The Health Educator also provides secondary consults to people who work in agencies who may have sex workers who use their services, as well as community education to Allied Health Professionals, community development organisations, educational institutions or other organisations by request.

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The role purposefully applies lived experience to build trusted relationships, reduce barriers created by stigma and discrimination, support access to health and community services, and contribute to service improvement through community-informed practice.

### Designated Lived and Living Experience Workforce Position

This is a designated Lived and Living Experience Workforce role. Lived and/or living experience as a current or former sex worker is an essential requirement because the role intentionally applies lived expertise in a professional context. The Health Educator contributes a distinct discipline alongside public health, community development and other professional disciplines by using lived experience purposefully, ethically and reflectively to strengthen trust, engagement, advocacy, health promotion and service improvement.

### Key (Professional) Responsibilities

- Contribute to the development, management and continuous improvement of various programs including Ugly Mugs, and H2H street based sex work programs.
- Contribute to the development, management and continuous improvement of RhED's digital platforms, including the website, social media channels and associated online resources, ensuring content is accurate, engaging, accessible and responsive to the needs of sex workers and stakeholders.
- Develop, coordinate and evaluate health promotion resources, publications and communications, including digital content, printed materials, promotional campaigns and the RhED magazine.
- Contribute to the management of the User Management (UM) program, including database administration, quality assurance, reporting, user access, system improvements and the development of associated resources to support information sharing and community safety.
- Design, deliver and evaluate health education, training and presentations for sex workers, the sex industry, community organisations, health services, police and other stakeholders on sexual health, violence prevention, safety and related issues.
- Build and maintain collaborative partnerships with police, justice services, victim support agencies and other key stakeholders to strengthen sector relationships, improve service coordination and promote the safety and wellbeing of sex workers.
- Provide trauma-informed information, brief intervention, advocacy and referral services to sex workers, including supporting individuals to access appropriate health, legal, social and victim support services and assisting with reporting processes where appropriate.
- Identify and respond to the needs of diverse and priority populations, including Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse communities, people with disability, neurodivergent people and LGBTIQ+ communities, through the development of inclusive and accessible resources and service responses.
- Contribute to the delivery of the H2H drop-in service, including operational planning, staff coordination, volunteer and workforce support, client engagement activities, material aid, education sessions, research participation and continuous quality improvement.
- Participate in outreach activities and community engagement initiatives to increase access to health promotion, education and support services for street-based and other priority sex worker communities.
- Contribute to organisational planning, quality improvement, shared Health Educator responsibilities, multidisciplinary teamwork and other duties consistent with the objectives of the program and organisation.

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### Organisational Responsibilities

#### (Self) Leadership:

- Stay current with industry developments, enhancing professional knowledge and technical skills to maintain best practice.
- Adapt to organisational needs, undertaking additional responsibilities as required to support BHN's operations and strategic priorities.
- Ensure ongoing compliance, adhering to relevant legislation, funding guidelines, service standards, and contractual obligations.

#### Occupational Health & Safety:

- All employees are responsible for taking reasonable care of their own health and safety, as well as the safety of others affected by their actions at work, and for adhering to BHN's Occupational Health & Safety frameworks.

#### Risk Management:

- Actively identify, report, and manage risks to ensure a safe and efficient work environment.

#### Quality:

- Follow BHN's policies and procedures to ensure compliance and consistency in service delivery.
- Engage in quality improvement initiatives and actively involve clients in these activities when applicable.

#### Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
- Perform duties in accordance with BHN policies and procedures.
- Undertake other duties as reasonably directed.

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### Working Relationships

#### Direct Reports:

- Nil

#### Internal working relationships include:

- RhED program
- Resilient Communities Portfolio

#### External working relationships include:

- A range of organisations including but not limited to sex worker specific organisations, housing, police, legal, mental and other health, alcohol and other drug, family violence, refugee and asylum seeker services.
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### Key Selection Criteria

#### Essential Qualifications

- Tertiary qualification in health, social work, or a related discipline and professional registration if relevant.

#### Essential Experience

- Lived and/or living experience as a current or former sex worker and demonstrated ability to purposefully apply lived experience within professional practice.
- Demonstrated ability to work effectively with marginalised communities using a trauma-informed, strengths-based and culturally safe approach.
- Knowledge and understanding of the diversity of the sex industry and the legislative framework governing sex work, including the decriminalisation of sex work.
- Demonstrated experience working with people experiencing family violence, trauma, complex needs and/or victim support services.
- Experience developing and delivering education, training and health promotion activities for diverse audiences, including community organisations, government agencies and law enforcement.
- Demonstrated ability to build and maintain effective working relationships with a broad range of stakeholders, including police and other external agencies.
- Demonstrated experience in the provision of training and/or workshop facilitation.
- Theoretical and practical experience in health promotion, welfare and/or community development. Professional knowledge and experience must be relevant to the needs of people in the sex industry.
- Demonstrated experience and skill in the provision of client risk management.

#### Essential Skills and Attributes

- Capacity to work both independently and as part of a multidisciplinary/peer team.
- Understanding of harm minimisation including harm reduction.
- Well-developed written and verbal communication skills, including the ability to produce engaging, accessible and audience-appropriate resources and publications.
- Well-developed interpersonal and communication skills including written and oral skills.
- Sound organisational, analytical and time management skills.
- Understanding that *sex work is work*, and awareness of the stigma and discrimination experienced by sex workers.
- Ability to build authentic peer relationships while maintaining professional boundaries.
- Ability to contribute lived experience perspectives within multidisciplinary teams.
- Understanding of and commitment to the Social Model of Health.
- Conflict resolution knowledge and ability to assess conflict confidently and apply sound judgement within organisational policies.

#### Desirable Criteria

- Experience in working with, and sensitivity to a variety of culturally and linguistically diverse communities, including the use of interpreters.
- Experience in digital communications, including website content management, social media, publications, newsletters, blogs or magazine production.
- Proficiency in digital design and content creation tools, such as Canva, or the ability to quickly acquire these

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skills.

### Supervision and Support

The successful applicant will participate in operational line management together with discipline-specific LLEW supervision, reflective practice and professional development consistent with the BHN Lived and Living Experience Workforce Framework.

### Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

#### Physical

- Frequent movement, standing, sitting and computer tasks, manual handling, or use of equipment in line with role/task requirements.

#### Cognitive

- Attention to detail and task accuracy to minimise risk to self and others.

#### Psychosocial

- Exposure to emotional situations; resilience required to manage stress.
- Must report hazards, incidents, and follow safe work procedures (WHS duty of care).

## Compliance

### Compliance Responsibilities:

It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

Probity checks must be completed as indicated ☒

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|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> National Police Check [Mandatory]*                  | <input checked="" type="checkbox"/> Working with Children Check [Mandatory] |
| <input checked="" type="checkbox"/> Evidence of Right to Work in Australia [Mandatory]  | <input type="checkbox"/> NDIS Worker Screening Check                        |
| <input checked="" type="checkbox"/> Statutory Declaration General Statutory Declaration | <input type="checkbox"/> Aged Care Worker Banning Order Check               |
| <input type="checkbox"/> Professional Registration Choose an item.                      | <input checked="" type="checkbox"/> First Aid Certificate                   |
| <input checked="" type="checkbox"/> Current full or probationary driver's licence       | <input checked="" type="checkbox"/> Vaccination Requirement Category B      |

Please refer to the Credentiaing and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. \*International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

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## Position Description Authorised by:

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|----------------------------------------|---------------------------------------|--------------|------------|
| <b>Position Title:</b>                 | Program Manager Resilient Communities |              |            |
| <b>Program/Team:</b>                   | RhED                                  |              |            |
| <b>PD Version Number:</b>              | Version 2                             | <b>Date:</b> | 21/07/2026 |
| <b>People and Culture Review</b>       |                                       |              |            |
| <b>People &amp; Culture Signature:</b> | Senior Business Partner               | <b>Date:</b> | 21/07/2026 |