

## POSITION DESCRIPTION

<b>Title</b>	Senior Information and Resource Officer (1800 My Options)
<b>Classification</b>	WHV Enterprise Agreement 2018, Level 3 Classification
<b>Team</b>	1800 My Options
<b>Work location</b>	Based at Level 8, 255 Bourke St, Melbourne*
<b>Employment type</b>	Part time fixed term (one year plus) and casual bank available
<b>Salary</b>	\$88,703 per annum (pro rata)
<b>Position reports to</b>	Manager, 1800 My Options
<b>Date Approved</b>	March 2022

\* Flexible working arrangements including some working from home days may be negotiated with your manager, dependent on service needs, as per WHV policies and Enterprise Agreement conditions. COVID pandemic orders may also apply.

### 1. ORGANISATIONAL ENVIRONMENT

Women's Health Victoria (WHV) is state-wide, independent, feminist, not for profit organisation that works to improve the health and well-being of all Victorian women through its work in health promotion, policy, advocacy and support services.

#### About 1800 My Options

1800 My Options is a free, confidential and pro-choice phonenumber and website service delivered by Women's Health Victoria. 1800 My Options provides information and pathways to contraception, pregnancy options (including abortion care) and sexual health services in Victoria.

A team of Senior Information and Resource Officers are responsible for the day to day delivery of the 1800 My Options phone line and web-based information service.

#### About the role

Senior Information and Resource Officers respond to incoming calls and online enquiries to the 1800 My Options service to meet the SRH needs of Victorians and other callers such as health professionals, carers or support services. The Senior Information and Resource Officers provide debriefing to each other while on shift, and undertake evidence informed health promotion and other project work to support the service to achieve its objectives.

### 2. POSITION OBJECTIVES

- 2.1 Respond to incoming calls and online enquiries to the 1800 My Options service.
- 2.2 Monitor service provision in the SRH sector to ensure Victorians have the most up to date information about service availability, including maintaining databases and directories as required.
- 2.3 Identifying emerging issues for users of the 1800 My Options service via service data, including gaps in service provision and information needs.
- 2.4 Provide support and debriefing to the 1800 My Options phonenumber team during shift.

- 2.5 Contribute to the development and promotion of the 1800 My Options service through defined project work.
- 2.6 Contribute to identifying gaps and increasing knowledge and understanding of SRH through health promotion activities.

### **3. KEY RESPONSIBILITIES**

- 3.1 Respond to phone and online enquiries about contraception options, pregnancy options (including abortion care) and sexual health issues from a range of stakeholders including women and pregnant people, their partners, family members, health professionals and other service providers.
- 3.2 Provide a confidential, non-judgemental and pro-choice service.
- 3.3 Provide impartial and individualised pathways to trusted sexual and reproductive health services, according to service user needs.
- 3.4 Manage any risk situations that present to the service in relation to child sexual abuse, suicide, family violence, sexual assault and reproductive coercion and activate appropriate support referral protocols.
- 3.5 Assess the needs of service users from underserved communities and connect them to appropriate services. This includes very young women and girls, Aboriginal and Torres Strait Islander women, women from migrant or refugee backgrounds, the LGBTQI+ community, international students, women living in rural and regional Victoria, women living with disabilities and women working in the sex industry.
- 3.6 Participate in in-shift debriefing with 1800 My Options colleagues, including individual de-briefing and live call-coaching, escalating to the Manager (1800 My Options) where appropriate.
- 3.7 Ensure all daily tasks and project work deadlines are completed.
- 3.8 Ensure that data integrity and recording practices are maintained to a high standard.
- 3.9 Maintain and update the 1800 My Options service database to ensure up to date information about service availability.
- 3.10 Inform the Manager (1800 My Options) of any issues that arise during shift relating to risk, service issues, emerging issues for callers and service feedback.
- 3.11 Coordinate, participate in and deliver project and evidence informed health promotion work and resource development including events, social media and other activities as agreed in workplan with the Manager (1800 My Options).

### **4. RESPONSIBILITIES CARRIED OUT BY ALL STAFF**

- 4.1 Problem solve day to day issues as they arise.
- 4.2 Promote WHV and its programs.
- 4.3 Participate in WHV strategic and operational planning processes.
- 4.4 Contribute to WHV's capacity to deliver its goals, enabling and supporting high performing teams and fostering productive relationships with others.
- 4.5 Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 4.6 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 4.7 Undertake other duties as directed.
- 4.8 Be actively involved in a learning organisation including continuous quality improvement, policy development and review and accreditation processes.
- 4.9 Work within organisational policies, procedures and the Enterprise Agreement.
- 4.10 Be accountable for the maintenance of a safe working environment.

- 4.11 Actively contribute to the organisational culture by modelling the code of conduct and values and participating in activities to strengthen cultural diversity and inclusion including the RAP.

## **5. ORGANISATIONAL RELATIONSHIPS**

### **5.1 Internal**

- 5.1.1 Reports to the Manager (1800 My Options)
- 5.1.2 Collaborates with other WHV staff.

### **5.2 External**

- 5.2.1 The Royal Women's Hospital, Abortion and Contraception Clinic Intake Team.
- 5.2.2 Key stakeholders including service users, health professionals and sexual and reproductive health services.
- 5.2.3 External organisations and individuals with whom WHV engages.

## **6. ACCOUNTABILITY**

Accountable for delivering the position objectives and the project work plan as agreed.

## **7. EXTENT OF AUTHORITY**

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

## **8. SALARY**

The position is classified as Level 3 and attracts a salary of \$ \$88,703 per annum, pro rata. WHV Enterprise Agreement 2018 conditions and salary apply. In addition, employer superannuation guarantee and access to salary packaging applies. You may be required to undertake a criminal records check.

## **9. WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION:**

WHV Enterprise Agreement 2018, Level 3 Classification definition is as follows:

- 9.1 Work is likely to be under limited guidance in line with a broad plan, budget or strategy. Responsibility and defined accountability for the management and output of the individual and for a defined function may be involved. The work of others may be supervised or teams guided or facilitated.
- 9.2 Work involves the exercise of a degree of autonomy and may involve the control of projects or programmes. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.
- 9.3 Competency at this level involves the self-directed development of knowledge with broad knowledge across a number of areas and/or mastery of a specialised area with a range of skills.
- 9.4 Competencies are normally used independently and may be non-routine. Judgement and discretion is required in dealing with clients, services, operations and processes.

## **10. ENTERPRISE AGREEMENT LEVEL 3 COMPETENCIES FOR THIS POSITION:**

- 10.1 Knowledge of relevant legislation, policies and procedures of the service to assist decision making and guide problem solving.
- 10.2 Ability to set individual work area objectives and clarify client needs and expected results. The people, funds, materials and equipment needed to carry out this work are identified and set down in an action plan.

- 10.3 Ability to practice principles of equity and non-discrimination in all aspects of work. Ability to develop and maintain a cooperative work group.
- 10.4 Ability to convey information, develop networks and promote the organisation to obtain work as well as seek feedback on client satisfaction.
- 10.5 Ability to identify, gather, analyse and apply information to achieve goals of the work area.
- 10.6 Ability to present information in a way which is understandable to an audience and identifies options and recommends appropriate action.
- 10.7 Ability to identify and assess workplace change and explain it to others. Ability to support people in adjusting to any workplace change.
- 10.8 Ability to achieve personal goals in the workplace and career progression. Feedback is sought on work performance and strategies for improvement are implemented. Honest and ethical behaviour is applied with clients and colleagues.

## **11. KEY SELECTION CRITERIA**

### **Essential**

- 11.1 Qualifications in counselling, social work, psychology, nursing, welfare, public health or other related fields.
- 11.2 Commitment to a feminist, gender equality and pro-choice philosophy.
- 11.3 Demonstrated empathy, self-awareness and emotional resilience.
- 11.4 Demonstrated experience working in teams in a health or community service, with experience in mutual debriefing and reflective practice.
- 11.5 Highly developed support, assessment and risk management skills in a health or community setting with the capacity to respond to people experiencing family violence, sexual assault (including relevant reporting considerations), reproductive coercion, emotional distress and mental health issues.
- 11.6 Demonstrated understanding of women's sexual and reproductive health issues particularly in relation to unplanned pregnancy and contraceptive options, and of the personal and systemic barriers women can experience in accessing sexual and reproductive health services, particularly in relation to abortion care.
- 11.7 Experience working with women from underserved communities including Aboriginal and Torres Strait Islander women; women who are asylum seekers and refugees; international students; the LGBTQI+ community; women with disabilities, women experiencing housing insecurity; women living in rural and regional areas; women working in the sex industry and women who experience alcohol and drug issues.
- 11.8 Experience in delivering health promotion initiatives in a health or community setting, addressing stigmatised and sensitive issues.

### **Desirable**

- 11.9 Training or experience in cultural safety and diversity.
- 11.10 Experience in online health promotion activities, including via social media, in a health or community setting
- 11.11 Experience in phonenumber work in a health or community setting
- 11.12 Fluency in a community language (Arabic, Mandarin, Hindi, Punjabi, Farsi, Turkish, Urdu, Vietnamese, Malay, Hakha Chin, Dari, Karen, Somali, Tamil or other languages as relevant to the Victorian community and 1800 My Options service users)