

Position Description

Title	1800 My Options Team Leader
Team	1800 My Options
Work location	Level 8, 255 Bourke St, Melbourne
Employment type	0.8 EFT
Classification	WHV Enterprise Agreement 2018 Level 4 Classification
Position reports to	1800 My Options Manager
Direct Reports	SRH Navigation Specialist(s)
Indirect Reports	Nil

1. Role Purpose

The 1800 My Options Team Leader is responsible for overseeing the day-to-day operations of the 1800 My Options team to deliver a high-quality and innovative sexual and reproductive health (SRH) information and referral service.

Working closely with the 1800 My Options Manager, this role will supervise and support the 1800 My Options Team, oversee high quality service delivery requirements, and build the capacity for 1800 My Options to respond to demand for SRH services, particularly for priority populations.

2. Key responsibilities

- 2.1 Lead day-to-day management of the 1800 My Options team including workforce management and rostering, performance management and support, professional development, recruitment and induction for new staff.
- 2.2 Support the 1800 My Options team to ensure that the service is delivered to a high standard. This activity includes accurate, person-centered, non-judgmental SRH information and support across all 1800 My Options platforms.
- 2.3 Oversee the service delivery of 1800 My Options platforms, including planning, delivery, monitoring and risk management, working closely with the 1800 My Options Manager.
- 2.4 Assess, develop and implement strategies to build 1800 My Options' capacity to respond to the unique SRH service seeking needs of priority populations.
- 2.5 Working closely with the Senior Quality and Delivery Officer, implement quality frameworks including staff support, internal reviews, and monitoring and validation of 1800 My Options systems to maintain accurate information and services.
- 2.6 Support the 1800 My Options team to maintain compliance with organisational policies, legal and regulatory compliance, funding requirements and high-quality service standards.
- 2.7 Ensure service documentation, including policy manuals and web content, is current and accessible.
- 2.8 Lead the development and maintenance of service data, referral pathways, and resources.
- 2.9 Motivate and support team members to achieve high standards of performance, delegate tasks and responsibilities, provide positive and constructive feedback on their performance against expected standards, recognise coaching needs, celebrate successes and take action to resolve performance matters.

- 2.10 Foster a safe and healthy workplace by adhering to health and safety policies and procedures, and promoting a culture of wellbeing, inclusion and respect.

3. Organisational relationships

Internal

Works closely with the 1800 My Options Manager, 1800 My Options Team and all WHV teams.

External

May manage or contribute to relationships with relevant government departments and agencies, health and social services providers, health and gender sector stakeholders, project partners, community organisations, research bodies and media.

4. Selection criteria

Qualifications

- 4.1 Tertiary qualification in public health, social science or related field or equivalent work experience.

Work Experience

- 4.2 Minimum six years' experience in service delivery within the health, community or not-for-profit sector.
- 4.3 Demonstrated experience in leading a team, including fostering reflective practice and psychological safety within a client-facing service team.
- 4.4 Experience working in or with the SRH sector and stakeholders (desirable).

Skills and competencies

- 4.5 Strong understanding of SRH policy, the social model of health, evidence, service delivery models and lived experience.
- 4.7 Ability to use and adapt digital systems to enhance client access, data accuracy, and service responsiveness
- 4.7 Experience in delivering non-judgmental, trauma-informed information across multiple service delivery platforms.
- 4.8 Skilled in managing and working collaboratively with diverse stakeholders
- 4.9 Excellent written and verbal communication skills, with ability to drive accessibility of evidence-based SRH resources and information.
- 4.10 Ability to represent the organisation in strategic partnerships, sector forums and government consultations.

Approved:

Sally Hasler, Chief Executive Officer

Date: 11 June 2025

WHV values diversity and aims to attract and retain the best talent that reflects a variety of perspectives and experiences. We welcome applications from people of all ages, disability, ethnicity, family and caring responsibilities, gender, religion, sexual orientation and cultures including people of Aboriginal and/or Torres Strait Island heritage.