

<b>Title</b>	Information and Resource Officer
<b>Team</b>	1800 My Options
<b>Work location</b>	Level 8, 255 Bourke St, Melbourne, VIC
<b>Employment type</b>	Casual
<b>Classification</b>	Level 2 Classification, WHV Enterprise Agreement 2018
<b>Salary</b>	\$63,725 per annum pro rata plus casual loading
<b>Position reports to</b>	Team Leader – 1800 My Options
<b>Date Approved</b>	June 2019

## 1. ORGANISATIONAL ENVIRONMENT

Women's Health Victoria is a not-for-profit organisation focused on improving the lives of Victorian women. We undertake strategic health promotion and advocacy to improve women's health. Women's Health Victoria also provides several direct services including 1800 My Options and Counterpart.

1800 My Options provides a phone line and website for Victorian women seeking timely and trusted information and pathways about sexual and reproductive health issues and services. The service has been in operation since March 2018.

The phone line is free, confidential and pro-choice, with highly-trained and sensitive staff who have extensive knowledge in sexual and reproductive health issues.

1800 My Options provides impartial information and service options to women, health professionals and others about sexual and reproductive health services, including contraception and abortion providers. The service works to meet the individual needs of each service user.

The 1800 My Options website also includes a database of more than 300 sexual and reproductive health service providers that women, health professionals and support workers can use to search for providers across Victoria.

1800 My Options is part of Victoria's first-ever Women's Sexual and Reproductive Health Strategy (2017-2020). The strategy sets out key actions to reduce barriers and service gaps that affect women's access to reproductive and sexual health services.

### The role

The Information and Resource Officer provides information and referral to 1800 My Options service users, in relation to sexual and reproductive health issues and services, with a focus on contraception, pregnancy options (including abortion) and sexual health, both over the phone and via online enquiries.

## **2. POSITION OBJECTIVES**

- 2.1 Providing a confidential, non-judgmental and pro-choice service both over the phone and via online enquiries.
- 2.2 Providing information about sexual and reproductive health issues with a focus on contraception, pregnancy options (including abortion) and sexual health both over the phone and via online enquiries.
- 2.3 Providing impartial pathways to trusted sexual and reproductive health and support services both over the phone and via online enquiries.
- 2.4 Tailoring individualised pathways to sexual and reproductive health services based on the individual needs of service users.
- 2.5 Assessing the needs of marginalised service users including: very young women, Aboriginal and Torres Strait Islander women, women from migrant or refugee backgrounds, the LGBTIQ+ community, women living in rural and regional Victoria, women experiencing family violence and women with disabilities and connecting them to appropriate services.

## **3 KEY RESPONSIBILITIES**

- 3.1 Working within the social model of health to identify and address sensitive and complex areas of women's health:
  - 3.1.1 Providing a responsive, non-judgemental and culturally sensitive service to women, their support people and health professionals relating to sexual and reproductive health;
  - 3.1.2 Undertaking initial assessments, and providing pathways to external clinical and support services;
  - 3.1.3 Providing high quality, evidence-based information to women about contraception, pregnancy options (including abortion) and sexual health issues;
  - 3.1.4 Promoting and building awareness of the service through a variety of communication strategies, including social media.
  - 3.1.5 Contributing to evidence-based policy and practice;
  - 3.1.6 Participating in projects allocated by the Team Leader;
  - 3.1.7 Participating in professional education and training in Sexual and Reproductive Health.

### **3.2 Responsibilities carried out by all staff**

- 3.2.1 Promote WHV and its programs.
- 3.2.2 Participate in WHV strategic and operational planning processes.
- 3.2.3 Contribute to WHV's capacity to deliver its goals, enable and support high performing teams and foster productive relationships with others.
- 3.2.4 Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 3.2.5 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 3.2.6 Undertake other duties as directed.
- 3.2.7 Active involvement in a learning organisation including continuous quality

- improvement, policy development and review and accreditation processes.
- 3.2.8 Work within the organisational policies, procedures and Enterprise Agreement.
- 3.2.9 Support and be accountable for maintenance of a safe working environment.

#### **4 ORGANISATIONAL RELATIONSHIPS**

##### **4.1 Internal**

- 4.1.1 Reports to the Team Leader, 1800 My Options.
- 4.1.2 Manager, Support Services.
- 4.1.3 Information and Resource Officers.
- 4.1.4 WHV staff.

##### **4.2 External**

- 4.2.1 The Royal Women's Hospital, Abortion and Contraception Clinic intake team
- 4.2.2 External stakeholders including service users, health professionals, sexual and reproductive health services and the women's health services network.
- 4.2.3 External organisations and individuals with whom WHV engages.

#### **5. ACCOUNTABILITY**

Accountable for delivering the position objectives and the position performance measures as agreed annually.

#### **6. 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.

#### **7. SALARY**

This is a casual role. The position is classified as a Level 2 and attracts a salary of \$63,725 per annum pro-rata. WHV Enterprise Agreement 2018 conditions and salary apply. In addition, employer superannuation guarantee and access to salary packaging (conditions may apply).

#### **8. WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION**

WHV Enterprise Agreement 2018 Level 2 Classification definition is as follows:

- 8.1. Work is likely to be without supervision, with general guidance on progress and outcomes sought. Responsibility for, and limited organisation of the work of others may be involved.
- 8.2. Freedom to act is governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures where there are no defined established practices.
- 8.3. Solutions to problems are generally found in precedents, guidelines or instructions, with assistance available from senior employees.
- 8.4. Competency at this level involves the application of knowledge with depth in some area and a broad range of skills. There is a wide range of tasks and roles in a variety of contexts, with complexity in the range and choice of actions required.
- 8.5. Competencies are normally used within routines, methods and procedures where discretion and judgement is required, for both self and others in

planning and selection of equipment, work organisation, services, actions and achieving outcomes within time constraints.

## **9. ENTERPRISE AGREEMENT LEVEL TWO COMPETENCIES FOR THIS POSITION:**

- 9.1. Understanding and ability to apply knowledge of the functions of the service in carrying out responsibilities to internal/external clients.
- 9.2. Ability to meet team goals through completion of individual work, within a personal/team work plan that identifies goals, expected results and appropriate time frame.
- 9.3. Work area goals are achieved through constructive participation to solve problems and through completion of personal tasks. Staff development needs are identified.
- 9.4. Ability to communicate with others in a manner which conveys the message(s) intended and is adjusted to meet the need or differences of the situation or clients or work colleagues. Written materials can be understood by the reader.
- 9.5. Suggestions for changes in environment or workplace practices are made. Contributions to the implementation of change are made and people are supported in adjusting to changes.
- 9.6. Understanding and ability to manage time, develop plans, practice ethical behaviour and develop personal skills.
- 9.7. Understanding and ability to find information, analyse it and form it into options that identify possible solutions.
- 9.8. Ability to set up equipment and use appropriately in accordance with occupational health and safety guidelines

## **10. SELECTION CRITERIA**

### **10.1 Essential**

- 10.1.1 Experience in service delivery in a health or community setting.
- 10.1.2 Demonstrated knowledge and practice in community-based referral processes and procedures.
- 10.1.3 Demonstrated understanding of women's sexual and reproductive health issues particularly in relation to unplanned pregnancy and contraceptive options.
- 10.1.4 Demonstrated understanding of the barriers that can women face in accessing sexual and reproductive health services.
- 10.1.5 Commitment to a feminist and pro-choice philosophy.
- 10.1.6 Experience working effectively within a team environment.
- 10.1.7 Well-developed oral and written communication skills.
- 10.1.8 Highly developed interpersonal skills in both telephone and face-to-face settings.
- 10.1.9 Computer literacy and administrative skills, with a focus on experience in database and data collection systems.
- 10.1.10 Capacity to manage time efficiently and work effectively in a complex and pressured environment.

### **10.2 Desirable**

- 10.2.1 Qualifications in social work, gender studies, welfare, public health or other

related fields.

- 10.2.2 Training or experience in cultural safety and diversity.
  - 10.2.3 Experience in responding to women who have experienced sexual assault, family violence, mental illness, disability or alcohol and drug issues.
  - 10.2.4 Experience working with women from migrant backgrounds and/or women who are asylum seekers or refugees.
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**Approved:** \_\_\_\_\_  
**Anne Clark - CEO**

**Date:** June 2019

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**To apply:**

Please upload your Cover Letter, responses to the Key Selection Criteria and a copy of your resume as a PDF online at <https://womenshealthvic.com.au/job-vacancies> by Midnight Sunday 14th July 2019.

For further information, contact one of the 1800 My Option Team Leaders:

- Carolyn Mogarbel on 9653 0204 or by email: [carolynm@1800myoptions.org.au](mailto:carolynm@1800myoptions.org.au) (Mon-Wed)
- Julie Keys on 9653 0203 or by email [juliek@1800myoptions.org.au](mailto:juliek@1800myoptions.org.au) (Thu-Fri)

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