

## WOMEN'S HEALTH VICTORIA POSITION DESCRIPTION

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| <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>     | Fixed Term/Part time (Job Share Position)                 |
| <b>Salary</b>              | \$82,478 per annum pro rata                               |
| <b>Position reports to</b> | Manager, 1800 My Options                                  |
| <b>Date Approved</b>       | December 2019   |

### 1. ORGANISATIONAL ENVIRONMENT

Women's Health Victoria (WHV) is an 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.

#### About the role

The Senior Information and Resources Information Officer responds to incoming calls and online enquiries to the 1800 My Options service. The position also provides support and supervision to the Information and Resource Officers during shift.

### 2. POSITION OBJECTIVES

- 2.1 Respond to incoming calls and online enquiries to the 1800 My Options service.
- 2.2 Provide support and supervision to the 1800 My Options phonenumber team during shift.
- 2.3 Contribute to the development and promotion of the 1800 My Options service.

### 3. KEY RESPONSIBILITIES

- 3.1 Respond to phone and online enquiries about contraception options, pregnancy options (including abortion care) and sexual health issues.
- 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.
- 3.4 Respond to escalated calls, that require high level support and assessment skills and sensitivity. This includes calls about young people and unplanned pregnancy; pregnancy decision making; pregnancy options when family violence/sexual assault/mental illness /alcohol and drugs issues/trauma/grief and loss and reproductive coercion is present and options for later gestation pregnancies.
- 3.5 Manage any risk situations that present on the phonenumber in relation to child sexual abuse, suicide, family violence, sexual assault and reproductive coercion and activate appropriate support referral protocols.

- 3.6 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, women living in rural and regional Victoria, women living with disabilities and women working in the sex industry.
- 3.7 Provide in-shift supervision and support to the 1800 My Options phone line team, including individual de-briefing and live call-coaching.
- 3.8 Oversee and allocate projects and tasks during shift to the 1800 My Options phonenumber team, ensuring all daily tasks and project work deadlines are completed.
- 3.9 Monitor the safety and well-being of team members during shift and inform the Manager (1800 My Options) of any issues.
- 3.10 Work with the Manager (1800 My Options) to address any areas that may require additional learning, training, development or support for the phonenumber team or individual team members.
- 3.11 Inform the Manager (1800 My Options) of any issues that arise during shift in relation to external service provision as reported by the phone line team and/or service users.
- 3.12 Coordinate and/or participate in any projects or events, including social media activities as allocated by 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 WHV strategic and operational planning processes.
- 4.4 Contribute 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.

#### **5. ORGANISATIONAL RELATIONSHIPS**

##### **5.1 Internal**

- 5.1.1 Reports to the Manager (1800 My Options)
- 5.1.2 Supervises and supports Information and Resources Officers (1800 My Options) during shift.
- 5.1.3 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 \$82,478 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**

### **11.1 Essential**

- 11.1.1 Qualifications in counselling, social work, psychology, nursing, welfare, public health or other related fields.
- 11.1.2 Commitment to a feminist, gender equality and pro-choice philosophy.
- 11.1.3 Demonstrated empathy, self-awareness and emotional resilience with the capacity for self-reflective supervision and practice.

- 11.1.4 Experience supervising teams in a health or community service, with a demonstrated understanding of contemporary models of reflective practice and ability to provide constructive feedback and manage interpersonal conflict.
  - 11.1.5 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, reproductive coercion, emotional distress and mental health issues.
  - 11.1.6 Demonstrated understanding of women's sexual and reproductive health issues particularly in relation to unplanned pregnancy and contraceptive options.
  - 11.1.7 Demonstrated understanding of the personal and systemic barriers women can experience in accessing sexual and reproductive health services, particularly in relation to abortion care.
  - 11.1.8 Experience working with women from underserved communities including Aboriginal and Torres Strait Islander women, women who are asylum seekers and refugees; 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 drugs issues.
  - 11.1.9 Knowledge and understanding of child safety principles and practices and the relevant legislation in Victoria.
  - 11.1.10 Demonstrated ability to cultivate and promote a positive team culture.
  - 11.1.11 Ability to be non-judgemental, supportive and maintain professional boundaries in relation to both service users and team members.
- 11.2 Desirable**
- 11.2.1 Training or experience in cultural safety and diversity.
  - 11.2.2 Experience delivering training and/or presentations in a community or health setting.
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Approved by



Dianne Hill – Chief Executive Officer  
19 December 2019

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## To Apply

Applications can be made by submitting a cover letter, resume and responses to the Key Selection Criteria.

Applications are to be made online via <https://womenshealthvic.com.au/job-applications>. If you have any technical issues, please email [jobs@whv.org.au](mailto:jobs@whv.org.au)

For any questions relating to this position, please contact:

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(Mon-Wed)

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**Applications close midnight, Sunday 3 February 2020**

WHV EO Exemption No. H351/2019