

Title	Coordinator – Counterpart Bridge of Support programs
Team	Counterpart
Work locations	Level 2, 210 Lonsdale St, Melbourne/Victorian Comprehensive Cancer Centre/Sunshine Hospital
Employment type	Permanent part- time 0.5 EFT – Days to be determined but will be set.
Classification	Level 3 Classification, WHV Enterprise Agreement 2018 Salary pro rata
Position reports to	Counterpart Team Leader Operations
Date Approved	June 2021

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 Counterpart and 1800 My Options. Find out more about Women's Health Victoria at <https://whv.org.au/>

Counterpart is a state-wide gynaecological and breast cancer support and information service. As part of Women's Health Victoria (WHV), Counterpart aims to empower women to make informed choices about their care and treatment and to support them to live well. Counterpart recognises that a diagnosis of cancer must be seen in the broader context of a woman's life. Women their families and friends currently use the service to seek information on a range of psychological, emotional and practical issues associated with cancer – the service does not provide medical advice or counselling.

Services currently consist of a central city-based resource centre and programs and activities delivered in a range of locations including acute and community settings. The Counterpart team includes seven staff who work alongside a workforce of over 40 trained peer support volunteers who have personally experienced breast or gynaecological cancer. In addition, over 20 women volunteer to provide support in other ways to the service.

The service operates across Victoria, working collaboratively with hospitals, allied health, community services and consumer groups within the cancer sector. Counterpart offers access to its services through its resource centre, various external activities, programs and partnerships. It is funded by the Department of Health and Human Services. More information can be accessed at www.counterpart.org.au

The Bridge of Support program take Peer Support Volunteers directly to women with cancer, as they are being treated within hospitals. This requires collaboration and liaison with hospitals and hospital staff as well as coordinating the Peer Support Volunteers to provide this support.

1. POSITION OBJECTIVES:

- 1.1** Coordinate all activities of the Bridge of Support program across the four hospitals currently running the program. This will include monitoring the program, coordinating with all hospitals, and supporting volunteer related activities.
- 1.2** Contribute to the strategic development of the Bridge of Support program across each hospital location to increase efficiencies in volunteer rostering, recording of training and maintenance of records, increasing recruitment opportunities for volunteers, and embedding the Bridge of Support program into Counterpart's ongoing provision of services to Victorian women with cancer.

2. KEY RESPONSIBILITIES

2.1 Coordinate all activities of the Bridge of Support program across four sites - Sunshine, The Women's and Royal Melbourne hospitals and the Peter MacCallum Cancer Centre.

- 2.1.1** Deliver the established Bridge of Support program to women with breast or a gynaecological cancer at each listed hospital. If Counterpart's cohort of women being offered services changes, this will be reflected in Bridge of Support programs as well.
- 2.1.2** Actively engage with each hospital, Counterpart volunteers and relevant service users.
- 2.1.3** In line with hospital volunteer protocols, coordinate administrative requirements for Counterpart volunteers in conjunction with each hospital around volunteer procedures, especially training and vaccinations.
- 2.1.4** Provide ongoing support including briefing and debriefing for each shift, to all Peer Support Volunteers working on the Bridge of Support program.
- 2.1.5** Support the engagement of new Peer Support Volunteers into Bridge of Support programs and develop appropriate observation and orientation programs to encourage volunteers into the programs.
- 2.1.6** Participate in and provide secretariat support to, any Bridge of Support working or steering groups.
- 2.1.7** Implement decisions of these groups to adapt the program especially where there are opportunities to increase access to women with breast or a gynaecological cancer, or other cancers into the future.
- 2.1.8** Liaise with key hospital staff to facilitate access to women in various settings at each hospital (for example: chemotherapy or surgical wards, outpatients, and radiotherapy). Provide feedback on women contacted to hospital staff, as appropriate.
- 2.1.9** Liaise with hospital staff including volunteer coordinators, to implement internal promotion strategies for Bridge of Support, relevant to each hospital.
- 2.1.10** Maintain records of women seen at the Bridge of Support program, including onward referral to the Counterpart Resource Centre or other appropriate services.

2.2 Contribute to the strategic development of the Bridge of Support program across each hospital location to increase efficiencies in volunteer rostering, recording of training and maintenance of records, increasing recruitment opportunities for volunteers, and embedding the Bridge of Support program into Counterpart's ongoing provision of services to Victorian women with cancer.

- 2.2.1** Strategically assess possible changes or improvements to existing processes to improve access for women to the program and for Counterpart to
- 2.2.2** Consolidate processes across each Bridge of Support program and look for improved ways of providing and evaluating the programs.

- 2.2.3 Liaise with relevant hospital personnel, especially volunteer coordinators, to ensure alignment with hospital protocols and requirements, as they pertain to volunteers.
- 2.2.4 Continue to develop and refine internal Counterpart processes to increase cross referral within the service and ensure consistency across each program.
- 2.2.5 Oversee data reporting on all activities of the Bridge of Support program.
- 2.2.6 Promote the Bridge of Support program internally to volunteers and externally to hospital staff and other relevant audiences.

3.0 Responsibilities carried out by all staff:

- 3.1 Promote WHV and its programs.
- 3.2 Participate in WHV strategic and operational planning processes.
- 3.3 Contribute to WHV's capacity to deliver its goals, enable and support high performing teams and foster productive relationships with others.
- 3.4. Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 3.5 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 3.3 Undertake other duties as directed.
- 3.4 Work within the organisational policies, procedures and Enterprise Agreement
- 3.5 Support and be accountable for maintenance of a safe working environment.
- 3.6 Active involvement in a learning organisation including continuous quality improvement, policy development and review and accreditation processes.
- 3.7 Support and be accountable for maintenance of a safe working environment.

4. ORGANISATIONAL RELATIONSHIPS:

4.1 Internal

- 4.1.1 Contribute to the culture of the decision-making processes incorporating co-operation, collaboration and shared accountability with the CEO, staff, volunteers and WHV Board members.
- 4.1.2 Contribute to the ongoing development of the Bridge of Support program within the framework of Counterpart activities and the strategic development of the service.

4.2 External

Key external relationships:

- 4.2.1 Hospital staff especially volunteer coordinators, clinical cancer staff, program, and administration personnel
- 4.2.2 Service users who include women with breast and gynaecological cancers, carers, family members and friends.
- 4.2.3 Health and community sector service providers.
- 4.2.4 Cancer organisations and support groups.

5 ACCOUNTABILITY:

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

6 EXTENT OF AUTHORITY:

- 6.1 Within the scope of the position, engage and/or supervise support staff, volunteers and/or students as required from time to time.
- 6.2 Expenditure within agreed budget.

7 EMPLOYMENT CONDITIONS AND SALARY

This position is permanent part time. The position is classified as a Level 3 and is paid pro rata. WHV Enterprise Agreement 2018 conditions and salary apply. In addition, employer superannuation guarantee and access to salary packaging applies.

8 WHV ENTERPRISE AGREEMENT CLASSIFICATION LEVEL AND DEFINITION:

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

- 8.1 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.
- 8.2 Work involves the exercise of a degree of autonomy and may involve the control of projects or programs. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.
- 8.3 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.
- 8.4 Competencies are normally used independently and may be non-routine. Judgement and discretion are required in dealing with clients, services, operations and processes.

9 ENTERPRISE AGREEMENT LEVEL 3 COMPETENCIES FOR THIS POSITION:

- 9.1 Knowledge of relevant legislation, policies and procedures of the service to assist decision making and guide problem solving.
- 9.2 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.
- 9.3 Ability to practice principles of equity and non-discrimination in all aspects of work. Ability to develop and maintain a cooperative work group.
- 9.4 Ability to convey information, develop networks and promote the organisation to obtain work as well as seek feedback on client satisfaction.
- 9.5 Ability to identify, gather, analyse and apply information to achieve goals of the work area. Ability to present information in a way which is understandable to an audience and identifies options and recommends appropriate action.
- 9.6 Ability to identify and assess workplace change and explain it to others. Ability to support people in adjusting to any workplace change.
- 9.7 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.

10 KEY SELECTION CRITERIA:

10.1 Mandatory

- 10.1.1 Bachelor's degree: Social Science/Humanities/Education/Public Health/Nursing or a related field.
- 10.1.2 Experience working within the health/cancer sector.
- 10.1.3 Experience working with health professionals, preferably in the cancer sector.
- 10.1.4 Demonstrated experience in managing programs, preferably in a health setting.
- 10.1.5 Understanding and preferably experience of working with volunteers and peer

support.

- 10.1.6 Ability to connect collaboratively and professionally with a range of health-related organisations and professionals.
- 10.1.7 Experience in consumer-focused service development and delivery, with a proven ability to connect with women from diverse communities.
- 10.1.8 Excellent communication skills especially working across the health sector.
- 10.1.9 Ability to work independently and flexibly including across multiple sites.
- 10.1.10 Working knowledge of Excel, all Word programs and database applications.
- 10.1.11 Commitment to a feminist framework and an understanding of the social model of health as it relates to the diverse needs of women.

10.2 Desirable

- 10.2.1 Well-developed analytical and organisational skills.

Approved: *Dianne Hill*

Chief Executive Officer, Dianne Hill

Date: June 2021

To Apply

Applications can be made by submitting a cover letter, resume and responses to the Key Selection Criteria online via <https://womenshealthvic.com.au/job-vacancies>

If you have any technical issues, please email jobs@whv.org.au

For any questions relating to this position, please contact:

Fiona McRae
Manager
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Ph 8488 9838

Applications close midnight, Sunday 11th July 2021

WHV EO Exemption No. H351/2019