

Title	Stakeholder Engagement Coordinator
Team	1800 My Options
Work location	Level 8, 255 Bourke St, Melbourne, VIC
Employment type	Part Time September 2018 to 31 August 2019 (0.6 EFT – days to be negotiated and travel within Victoria will be required)
Classification	Level 4 Classification, WHV Enterprise Agreement 2018
Salary	\$87,770 per annum pro rata
Position reports to	Manager Support Services
Date Approved	July 2018

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, and provide several direct services including Counterpart, *1800 My Options*, Take A Stand and Transvaginal Mesh support.

The Victorian Government provided funding to Women's Health Victoria to establish *1800 My Options* and give Victorian women better access to timely and trusted sexual and reproductive health information and choices. The service went live on 19 March 2018.

1800 My Options is a new phone line and information service for Victorian women seeking timely and trusted information on sexual and reproductive health issues, operated by Women's Health Victoria.

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

1800 My Options provides impartial information about clinical services such as contraception including LARC, pharmacy services, counselling support, termination providers and a range of other services to meet the individual needs of each woman.

Women, other health professionals and support workers can also search for providers on a new website that is building a comprehensive database of services across Victoria.

The phone line 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

To support the next stage of development we are seeking an experienced health professional to join our team for the next 12 months to build and strengthen relationships and partnerships across various stakeholder groups in the public and private health care sectors.

The aim of the project is to improve equity of access to sexual and reproductive health information and services for Victorian women. The three core components are:

1. Working with GP's and other health professionals to increase knowledge and understanding of sexual and reproductive health services in Victoria.
2. Increasing the number of service providers on the 1800 data base.
3. Working with women to support equitable health literacy and access to services and information that are culturally safe and accessible.

The project will work extensively with GP's and health professionals in the sexual and reproductive, women's and community health sectors as well as peak bodies and women themselves, including significant outreach and a co-design approach to information and resources.

2. POSITION OBJECTIVES:

- 2.1 Lead the development, implementation and evaluation of the *1800 My Options* Stakeholder Engagement project to improve access to sexual and reproductive health information and services for all Victorian women.
- 2.2 Identify opportunities to work with key stakeholder groups to improve health literacy/service access about sexual and reproductive health for women from diverse backgrounds.
- 2.3 Contribute to the strategic development of *1800 My Options* to meet the needs of Victorian women including marketing and communication strategies.

3. KEY RESPONSIBILITIES

3.1 Lead the development, implementation and evaluation of the *1800 My Options* Stakeholder Engagement project to improve access to sexual and reproductive health information and services for all Victorian women.

- 3.1.1 Oversee all project management activities – based on the project proposal submitted to the Department of Health and Human services, including:
 - Develop a project plan with key milestones against project objectives.
 - Map service providers/health professionals involved in sexual and reproductive health and establish connections with key stakeholders.
 - Identify opportunities to connect with key stakeholders & networks engaged in specific projects relevant to sexual and reproductive health and *1800 My Options*.
 - Work to build the capacity and understanding of sexual and reproductive health services across Victoria.
 - Manage key stakeholder relationships across the sexual and reproductive health sector to ensure up to date information is available at all times and referral processes are current.
 - Identify opportunities to promote *1800 My Options* to service providers and build trust to encourage registration on the database.
 - Establish processes for the collection of data relevant to the project.
 - Monitor implementation for effectiveness and provide updates against key milestones.
 - Design and deliver an evaluation of the project to measure achievement against objectives.
 - Provide information and data to meet funding and other requests as needed.
 - Write interim and final reports as required by the funder and WHV.

3.2 Identify opportunities to work with key stakeholder groups to improve health literacy/service access about sexual and reproductive health for Victorian women with diverse backgrounds.

- 3.2.1 Identify and develop collaborative partnerships with key stakeholders to improve access to *1800 My Options* and sexual and reproductive health information and services for women with diverse backgrounds and needs.
- 3.2.2 Work with women using a co-design approach to identify barriers and enablers to reproductive choices.
- 3.2.3 Develop evidence-based projects to meet the diversity of needs of Victorian women for information about sexual and reproductive health.
- 3.2.4 Evaluate the effectiveness of interventions.

3.3 Contribute to the strategic development of *1800 My Options* to meet the needs of Victorian women including marketing and communication strategies.

- 3.3.1 Work with the *1800 My Options* team to:
 - Identify opportunities to expand the services and information provided through the *1800 My Options* website.
 - Expand the service provider database.
 - Develop partnerships to contribute to capacity building of the broader sexual and reproductive health service system.
 - Identify information and service gaps for Victorian women.
 - Develop an ongoing communication and marketing strategy.
 - Develop communication and marketing tools.
 - Promote the service.
 - Build the capacity of the service to respond to the needs of Victorian women.
 - Identify future service development priorities.

3.4 Responsibilities carried out by all staff:

- 3.4.1 Promote WHV and its programs.
- 3.4.2 Participate in WHV strategic and operational planning processes.
- 3.4.3 Contribute to WHV's capacity to deliver its goals, enable and support high performing teams and foster productive relationships with others.
- 3.4.4 Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.
- 3.4.5 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 3.4.6 Undertake other duties as directed.
- 3.4.7 Active involvement in a learning organisation including continuous quality improvement, policy development and review and accreditation processes.
- 3.4.8 Work within the organisational policies, procedures and Enterprise Agreement.
- 3.4.9 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 development of *1800 My Options* and sexual and reproductive health priorities for WHV especially in relation to developing programs and processes for stakeholders across Victoria.

4.2 External

Key external relationships:

- 4.2.1 GP's, service providers and health and/or community services across Victoria.
- 4.2.2 Women from diverse communities and with diverse backgrounds.
- 4.2.3 Stakeholders in the sexual and reproductive health sector including State Government.

5. ACCOUNTABILITY:

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

6. EXTENT OF AUTHORITY:

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

7. SALARY

The position is classified as a Level 4 and attracts a salary of \$87,770 per annum (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 4 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 work of others and/or for a defined specialist function or functions may be involved.
- 8.2 Work involves the exercise of a degree of autonomy with delegated authority to operate within broad organisational guidelines. The selection of methods and techniques is based on sound judgement. The work generally involves the management of major projects and/or functions. Solutions to problems can generally be found in documented techniques, precedents or instructions. Advice would not necessarily be available within the organisation.
- 8.3 Competency at this level involves the self-directed development of knowledge with substantial depth across a number of areas and/or mastery of a specialised area with a range of skills. Application is to major functions in either varied or highly specific contexts.

8.4 Competencies are normally used independently and are substantially non- routine. Significant judgement is required in planning, design, technical or supervisory functions related to products, services.

9. ENTERPRISE AGREEMENT LEVEL 4 COMPETENCIES FOR THIS POSITION:

- 9.1 Ability to use knowledge of legislation, policies and procedures of the Service to identify risk, opportunities and strategic issues for the future.
- 9.2 Ability to use strategic and operational planning processes to set goals, develop plans and objectives having regard for both the current and future directions of the service.
- 9.3 Ability to allocate work flexibly to people, and lead and motivate staff performance. Training needs are identified and appropriate training is provided to staff being supervised. Personnel management records are maintained in line with recognised practices.
- 9.4 Ability to identify and assess client needs, negotiate and liaise with clients and market the product or service.
- 9.5 Ability to implement, monitor and evaluate work plans so that work conforms to prior estimates and costs. Materials, services and equipment are acquired and work-in-progress is regularly checked. Any necessary variations are incorporated and these are advised to staff and management. Progress reports are provided to clients and other interested parties.
- 9.6 Ability to exercise initiative by identifying potential problems and developing appropriate solutions.
- 9.7 Ability to cost work, prepare estimates and provide this information to clients. Material and suppliers are identified and prices are negotiated.
- 9.8 Ability to anticipate and assess the impact of change and create and foster an awareness of the opportunity for change and an environment conducive to change.
- 9.9 Ability to recognise and apply strengths and address areas for development. Demonstrate integrity and apply ethical practices, As well as demonstrate self organisation and a high degree of personal accountability.

10. KEY SELECTION CRITERIA:

10.1 Mandatory

- 10.1.1 Degree in Health/Social Science/Community Development/Health Promotion/Gender studies or a related field.
- 10.1.2 Proven project management and health promotion experience including mapping, needs assessment and evaluation.
- 10.1.3 Demonstrated understanding of women's sexual and reproductive health issues and the social determinants of health.
- 10.1.4 Demonstrated experience and understanding of the sexual and reproductive health sector in Victoria and the issues affecting women's reproductive choices.
- 10.1.5 Proven ability to develop collaborative partnerships with health professionals and health/community organisations in a complex environment.
- 10.1.6 Ability to develop evaluation frameworks to measure success against project indicators.
- 10.1.7 Highly developed written, communication skills and interpersonal skills.

- 10.1.8 Proven ability to manage competing priorities and to work within deadlines.
- 10.1.9 Computer literacy including high level competency with Excel and experience with other MS Office products and online research skills.
- 10.1.10 Commitment to a feminist framework and an understanding of the social model of health as it relates to the diverse needs of women.
- 10.1.11 Current Victorian Drivers Licence.

10.2 Desirable

- 10.2.1 Post graduate qualifications in a related field.
- 10.2.2 Experience in consumer-focussed service development, with a proven ability to connect with women from diverse communities.
- 10.2.3 Experience of communication and marketing in a health promotion context including use of digital technologies.
- 10.2.4 Experience in women's sexual and reproductive health.

To apply:

Applications can be made by submitting a cover letter, resume and responses to the Key Selection Criteria in PDF format. Submissions are to be made online via <https://womenshealthvic.com.au/job-applications>. If you have any technical issues, please email whv@whv.org.au

Applications close at midnight Sunday 26 August 2018.

For further information about this position, contact Dianne Hill, Manager Support Services on 9664 9328 or by email: dianne.hill@whv.org.au

WHV Equal Opportunity Exemption No. H102/2014