

Title	Area based Coordinator - Counterpart
Team	Counterpart Team
Work location	Level 2, 210 Lonsdale St, Melbourne, VIC
Employment type	Part Time July 2018 to 31 August 2019 (0.7 EFT – days to be negotiated and travel within metropolitan Melbourne will be required)
Classification	Level 3 Classification, WHV Enterprise Agreement 2018
Salary	\$76,067 per annum pro rata
Position reports to	Counterpart Assistant Manager
Date Approved	June 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.

Counterpart is a state-wide gynaecological and breast cancer support and information service. As part of Women's Health Victoria (WHV), the service 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 across Victoria. The Counterpart team includes ten staff who work alongside a workforce of over 60 trained peer support volunteers who have personally experienced breast or gynaecological cancer. In addition, over 25 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

Counterpart has received a grant from the Victorian Department of Health and Human Services to fund this position and related activities.

2. POSITION OBJECTIVES:

- 2.1 Co-ordinate the development, implementation and evaluation of Counterpart's Area-based project to extend the reach of the service to more women with breast or a gynaecological cancer.

- 2.2 Develop an outreach model to extend access to Counterpart's services that is replicable across other Melbourne metropolitan regions.

3. KEY RESPONSIBILITIES

3.1 Co-ordinate the development, implementation and evaluation of Counterpart's Area-based project to extend awareness and reach of the service to more women with breast or a gynaecological cancer.

- 3.1.1 Project manage Counterpart's Area – based project as outlined in the proposal submitted to the Department of Health and Human services including:
- Develop a project plan
 - Map service providers/health professionals involved in cancer care and existing supportive care services within the Eastern and Southern Regions and establish connections with the key stakeholders.
 - Monitor implementation for effectiveness and provide updates against key milestones
 - Develop collaborative partnerships with key stakeholders, including those from culturally diverse communities, to improve access to Counterpart services for women with breast or a gynaecological cancer
 - Work with Counterpart staff, to utilise telehealth and digital platform strategies to increase outer metropolitan reach of Counterpart.
 - Provide support to staff at health and community services within Eastern and Southern regions to facilitate Counterpart referral/onsite/telehealth and/or digital activities and other services offered by Counterpart.
 - Establish processes for the collection of data relevant to the project
 - Design and deliver an evaluation of the project to measure the achievement of the deliverables for the project.
 - Provide additional information to the funding body as required.
 - Write interim and final reports as required by the funder and WHV.

3.2 Develop an outreach model to extend access to Counterpart's services that is replicable across other Melbourne metropolitan regions.

- 3.2.1 Work with Counterpart staff in developing programs that meet the identified needs of health professionals and women with breast or a gynaecological cancer across metropolitan Melbourne.
- 3.2.2 Scope opportunities for service development and expansion of Counterpart activities in the Eastern and Southern regions including documenting enablers and barriers.
- 3.2.3 Work with Counterpart staff and volunteers to develop partnerships, embed e-referral and provide access to Counterpart services in the Eastern and Southern regions of Melbourne that are sustainable.
- 3.2.4 Taking account of stakeholder feedback, opportunities for development and Counterpart service delivery considerations, document an area based outreach model that could be replicated in other regions.
- 3.2.5 Identify service delivery changes and build the capacity of Counterpart staff to work in a responsive, decentralised and effective way, with regional health professionals and women with cancer in their local areas.

3.3 Responsibilities carried out by all staff:

- 3.3.1 Promote WHV and its programs.
- 3.3.2 Participate in WHV strategic and operational planning processes.
- 3.3.3 Contribute to WHV's capacity to deliver its goals, enable and support high performing teams and foster productive relationships with others.
- 3.3.4 Participate in the WHV Staff Development Scheme including setting of performance measures, skills development plan and performance appraisal feedback system.

- 3.3.5 Provide verbal and written reports, and activities data as appropriate, on progress across all areas of responsibility.
- 3.3.6 Undertake other duties as directed.
- 3.3.7 Active involvement in a learning organisation including continuous quality improvement, policy development and review and accreditation processes
- 3.3.8 Work within the organisational policies, procedures and Enterprise Agreement
- 3.3.9 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 operation of Counterpart especially in relation to developing programs and processes for stakeholders across Victoria.

4.2 External

Key external relationships:

- 4.2.1 Service providers and health and/or community services across metropolitan Melbourne, particularly in Eastern and Southern regions.
- 4.2.2 Women with breast or a gynaecological cancer, their family and friends
- 4.2.3 Cancer organisations and support groups.

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 3 and attracts a salary of \$76,067 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 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 programmes. 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 is 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 Degree in Health/Social Science/Community Development/Health Promotion or a related field.

10.1.2 Proven project management experience, preferably in a health-related environment.

10.1.3 Experience in consumer-focussed service development and delivery, with a proven ability to connect with women from diverse communities.

10.1.4 Demonstrated understanding of the issues people living in metropolitan Melbourne face in accessing health and related services.

10.1.5 Understanding of the principles of community development.

10.1.6 Proven ability to develop collaborative partnerships with health professionals and health/community organisations.

10.1.7 Experience in conducting mapping/scoping exercises.

10.1.8 Ability to develop evaluation frameworks to measure success against project indicators.

10.1.9. Understanding of digital technologies, IT platforms and the Microsoft Office Suite.

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 and own car (preferable).

10.2 Desirable

10.2.1 Strong analytical skills and data-driven thinking.

Demonstrated understanding of survivorship and supportive care in the Victorian context.

10.2.2 An interest in connecting women with breast or a gynaecological cancer to supportive care services.

10.2.3 Up-to-date with the latest trends and best practices in delivering information and support in a range of environments and using various modalities.

To apply:

Please upload your Cover Letter, responses to the Key Selection Criteria and a copy of your resume online at <https://womenshealthvic.com.au/job-applications> by Midnight Sunday 29th July 2018.

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

WHV EO Exemption No. H102/2014