

Dear applicant

Thank you for your interest in Hepatitis NSW and the position of **Project Officer, HepLink NSW**.

TO APPLY

Your written job application should include:

- a covering letter which includes your residential address;
- **a document addressing the selection criteria;**
- a copy of your CV.

Selection Criteria

Please respond to the following criteria, providing specific detailed examples that demonstrate you have the **qualifications, knowledge, experience, skills, and abilities identified in the Position Description following.**

*We recommend providing a couple of hundred words for each point as these will be the criteria your application is judged upon. **If you do not complete the selection criteria, your application will not be considered.***

1. Give a detailed example of a time you worked on a project to improve the health, social, cultural, or financial outcomes of a specific group or community.
2. Detail your skills and experience in working quickly to build, develop, or grow a program.
3. Give a detailed example of working with a diverse group of stakeholders to deliver a project, program, or activity in a community setting.
4. Provide an explanation of why this role interests you.

Applications close 5.00pm, Tuesday 5 November 2024.

Please send your application - marked "Confidential" - to Maria McMahon, by email: mmcmahon@hep.org.au

Please direct enquiries about the position, to Grace Crowley on **02 8217 7704** or gcrowley@hep.org.au

Shortlisted applicants will be contacted by phone after the closing date. If you have not heard from us by the interview date, then your application has not been successful.

Interviews will be held in the week commencing **Monday 11th November 2024**.

The successful applicant will be asked to consent to undergo a criminal record check, as required by our funding body, NSW Health.

You may also wish to read these documents:

- Hepatitis NSW Annual Report hep.org.au/wp-content/uploads/2024/04/HNSW_2023_AnnualReport.pdf
- Strategic Plan 2020-2024 hep.org.au/wp-content/uploads/2024/04/Strategic-Plan-2020-2024.pdf

Please note, this position is full-time fixed term to 30 June 2025, with the possibility of extension dependent on additional ongoing funding.

Regards,



Grace Crowley
Program Manager, Community Engagement and Support

Position:	Project Officer – HepLink NSW
Reports to:	Program Manager – Community Support & Engagement
Hours:	35 hours per week
Classification:	SCHADS Level 4
Salary:	\$43.08-\$45.34/hour Annual salary package from \$88,480.72 (including statutory superannuation and annual leave loading). Salary packaging and fringe benefits are available.
Employment type:	Fixed term to 30 June 2025

POSITION CONTEXT:

Hepatitis NSW is a member-based, health promotion charity funded by the NSW Ministry of Health. Hepatitis NSW is an incorporated association, governed by a Board made up of elected and appointed members.

There are 19 ongoing staff members as well as more than 40 casual staff and volunteer workers.

Our vision is *A world free of viral hepatitis*. We provide information, support, referral and advocacy for people affected by viral hepatitis in NSW. We work to prevent the transmission of hepatitis B and hepatitis C and to improve the health and well-being of affected people and communities. Learn more about us and what we do at www.hep.org.au.

Our work is premised on the values of:

- *Inclusiveness* – we provide a range of non-judgemental services and information to all people living with or affected by viral hepatitis
- *Excellence* – we deliver quality and innovative services informed by evidence-based research, harm reduction principles and engagement with affected communities
- *Collaboration* – we build strong partnerships with our stakeholders
- *Integrity* – we are accountable to our communities and transparent in our actions
- *Independence* – we work in the best interests of people affected by viral hepatitis.

Hepatitis NSW is committed to the ideal of equal opportunity in employment and will not discriminate against applicants or employees on the grounds of race, gender, age, physical or intellectual impairment, sexuality, marital status, religious belief, political conviction, hepatitis or other health status or on any other ground that is not relevant in determining the best applicant for any position. People with viral hepatitis are encouraged to apply, as are people from Aboriginal and Torres Strait Islander, people from culturally and linguistically diverse backgrounds, and people with disability.

Our office in Surry Hills, Sydney is wheelchair accessible.

PURPOSE AND FUNCTION:

As Project Officer you will develop and support the development, implementation and delivery of Dried Blood Spot (DBS) testing, including linkage to treatment and care. This work aims to reduce the personal and social impact, and the incidence and transmission of, chronic viral hepatitis through community-based testing, linkage to treatment and care.

The Project Officer is also responsible for maintaining, enhancing and updating the Hepatitis NSW Service Directory.

The position does not include a case management role.

ABOUT THE PROGRAM

HepLink Australia is a Commonwealth Department of Health funded initiative managed by Hepatitis Australia through a collective governance agreement, and in partnership with, member organisations. The HepLink Australia program provides confidential, free and localised viral hepatitis information and support services. HepLink Australia incorporates a range of services including information, supportive brief interventions, peer support, referral and linkage, individual advocacy and workforce support.

Hepatitis NSW is the NSW service delivery partner for HepLink Australia. The HepLink NSW project ultimately aims to address issues related to hepatitis C care pathways. In particular, it seeks to prevent the loss to follow-up that can occur following testing, which may mean people do not:

- receive their diagnosis;
- confirm their test results;
- receive a prescription;
- commence treatment;
- complete treatment; and/or
- not test to confirm cure following completed treatment.

The HepLink NSW project specifically contributes to the HepLink Australia program by providing readily accessible, up-to-date information and contact details of local health service providers delivering hepatitis B, hepatitis C and liver health care throughout NSW via our online Service Directory. It also provides information and support over the phone, via email and instant chat.

In addition, the HepLink NSW project supports people at risk of and impacted by hepatitis C on their testing and treatment journey. Specifically, the project delivers peer-initiated dried blood spot (DBS) testing; ensures follow-up and advice of reactive test results; supports access to treatment and care for people diagnosed with hepatitis C; facilitates confirmation of cure.

MAIN DUTIES AND RESPONSIBILITIES:

The Program Officer will:

- Develop, plan, deliver, monitor and review HepLink NSW projects and activities.
- Establishing strong and diverse relationships with partners who can provide access to hepatitis C DBS testing sites.
- Plan and deliver testing activities in key settings, including organising the provision of peer-led point-of-care blood testing in identified sites.
- Contacting, via phone, HepLink NSW project participants diagnosed with hepatitis C to establish rapport to:
 - assist with their treatment pathways – suitable health services, confirmatory tests, prescription, etc.
 - ensure continuity of care through to completion of treatment, and testing for cure (SVR testing).
- Utilising the HNSW Services Directory to develop referral links and pathways to assist clients with addressing hepatitis issues.
- Liaising with, and identifying new, service providers to ensure the accuracy, currency and relevance of the Hepatitis NSW Service Directory through ongoing maintenance, enhancement and updates.
- Develop and maintain data collection and evaluation processes, systems and mechanisms to ensure compliance, reporting and achievement of key performance measures for the projects.
- Participate in a range of forums with diverse stakeholders including funding bodies, program partners, clinical and community service providers, people with lived experience, members, researchers, and the public.
- Support, as required, management of, compliance with, and reporting of project-specific contracts.

- Support opportunities to further the reach and impact of Hepatitis NSW programs, services, projects, and activities including the development or redesign in response to new or emerging research, policies, and technologies.
- Inform the development of an individual work program, as well as deliverables to support the achievement of organisational and team key performance indicators.
- Develop and maintain knowledge, understanding and application of contemporary theoretical frameworks, clinical practice developments, service delivery impacts and considerations, in particular as it relates to people living with, at-risk of, or affected by hepatitis B and hepatitis C.
- Working directly with clients via the *Hepatitis Infoline*, email answer service, and chat.
- Ensure relevant operational procedures and work practices are in place; meet legislative, policy, and practice requirements; as well as monitor, review, and update, as necessary.
- Promote and support the achievement of the Hepatitis NSW vision and mission.
- Model Hepatitis NSW's values and philosophy.
- Exercise sound judgement in decision making within delegated authority.
- Participate in staff meetings, professional development, and organisational workshops.
- Produce reports and issues papers for the Board, Board Sub-committees, funding agencies and partners, as directed.
- Adhere to all Hepatitis NSW policies and procedures.
- Other duties as requested, from time to time, to suit organisational requirements and which are broadly consistent with your role.

OTHER RELATIONSHIPS

Internal

- Reports to the Program Manager – Community Support & Engagement.
- Liaise and collaborate with Coordinator – InfoLine & Related Programs
- Liaises and collaborates with other staff, peer workers and volunteer workers

External

- Communities and people living with, at-risk of, or affected by, hepatitis B and hepatitis C.
- Key stakeholders and partners, including but not limited to:
 - Hepatitis Australia;
 - Local Health Districts;
 - Corrective Services NSW;
 - Community Restorative Centre (CRC);
 - Network of Alcohol and other Drugs Agencies (NADA);
 - Health, alcohol and other drug, youth, and community services;
 - Aboriginal Community Controlled Health Organisations (ACCHOs);
 - Culturally and linguistically diverse community health organisations
 - Research institutions and academics; and
 - Relevant sector community organisations and support groups.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Some out of office work, in community, restricted access and clinical settings will be required.

Blood collection (finger prick), biohazard management and disposal.

Light physical demands such as packing, carrying and transporting resources.

QUALIFICATIONS, KNOWLEDGE, SKILLS, AND EXPERIENCE

Qualifications

- Relevant degree qualification or at least two years' experience in a relevant area of work, for example a health, education, community, corrections or social services environment.

Knowledge

- Knowledge of, or the capacity to acquire and apply knowledge of, the medical and scientific, the societal and social impacts of, as well as the access and participation barriers to be addressed by service providers, for people living with, at-risk of, or affected by hepatitis B and C.
- Knowledge of, or the capacity to acquire and understand, key international, national, and state strategies, plans, policies, and research agendas related to elimination goals for hepatitis B and hepatitis C.
- Knowledge and understanding of the NSW health system and how to navigate it.

Experience

- Demonstrable track record of culturally safe, effective, successful and productive collaborative practice, including demonstrated ability to build effective internal and external stakeholder relationships, and ability to negotiate, network, engage, consult, and respond to the needs of a diverse group of stakeholders from a wide range of social, cultural, religious and economic backgrounds.
- Demonstrated ability and experience in the development, establishment and delivery of health projects, services, and activities including planning, implementation, review, risk mitigation and contract monitoring.
- Demonstrated experience in client focused and person-centred service provision.
- Experience or willingness to work in challenging environments, including correctional, drug health, and community settings, with people who may have a history of trauma, marginalisation, and disadvantage.
- Experience in community engagement, participation and/or community development.

Skills and abilities

- Well-developed communication, interpersonal and representational skills, including ability to provide advice and convey information in an accessible way, and influence people.
- Well-developed organisational skills including the ability to prioritise, plan and manage your own work and other team members where necessary, and the ability to work to deadlines with minimal supervision or as a member of a team.
- Demonstrated ability to initiate new ideas, analyse complex problems and exercise sound professional judgement to identify strategies for their resolution.
- Skill in building, developing, and growing quickly and effectively a project that meets the needs of communities, health partners, and other stakeholders.
- Demonstrated ability to analyse and interpret research and other data to inform program, service and project development that is responsive, appropriate, and relevant to priority populations.

- Willingness to work in clinical and non-clinical spaces where blood testing is conducted to deliver point-of-care testing, independently or in partnership with health professionals.
- Competency in using a range of PC-based computer applications, including project management software, Microsoft Office suite and CRM databases, combined with a high level of accuracy and attention to detail.
- Ability to analyse, contribute to and inform communications, research, policy and project development.

SELECTION CRITERIA:

Respond to the following criteria, providing specific detailed examples that demonstrate you have the qualifications, knowledge, experience, skills, and abilities identified above.

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CONDITIONS OF EMPLOYMENT:

The offices of Hepatitis NSW are located on Level 4, 414 Elizabeth Street, Surry Hills NSW 2010 and operates on a 60/40 hybrid office/work from home arrangement.

All staff are required to work in the office on Thursdays.

Terms and conditions of employment will be based on the Social, Community Home Care and Disability Services Industry (SCHADS) Award 2010 and Fair Work Act 2009.

Hepatitis NSW also provides additional above Award benefits including but not limited to a 35-hour week; flexible working arrangements; study leave; chronic illness (extended personal) leave; ceremonial leave for First Nations employees subject to conditions; special (end of year shut down) leave; Employee Assistance Program and additional paid COVID 19 leave subject to conditions.

Salary packaging is available following successful completion of probationary period.

Employment is subject to a national criminal record check.

Some out-of-hours work may be required.

Willingness to undertake travel within NSW, as well as interstate.

Current NSW driver's licence.

Staff and volunteers of Hepatitis NSW are encouraged to vaccinate for COVID 19 and hepatitis B.

Prepared by: Grace Crowley
Program Manager, Community Support & Engagement

Date: 3 September 2024

Approved by: Steven Drew
Chief Executive Officer

9 October 2024

Guide for Job Applicants

Equal opportunities statement

Hepatitis NSW is committed to the ideal of equal opportunity in employment and will not discriminate against applicants or employees on the grounds of race, gender, physical or intellectual impairment, sexuality, marital status, religious belief, political conviction, viral hepatitis or other health status or on any other ground that is not relevant in determining the best applicant for any position. People with viral hepatitis are encouraged to apply, as are people from Aboriginal and Torres Strait Islander backgrounds.

Procedure

A job application pack containing the job description is sent to people who enquire about the position by email. Positions are generally advertised for a period of two to three weeks. Within this time and by the advertised closing date, applicants should return a **written application containing a cover letter or statement which must address the selection criteria and including their CV and details of two referees**. If these criteria are not addressed the application will not be considered.

Appointments to Hepatitis NSW (HNSW) are made based on merit. This means that in every case, the applicant judged to be most capable of carrying out the relevant duties will be appointed.

The Selection Process

The advertisement and job description provide the basis for the selection process, as these specify the qualifications, skills, knowledge and experience required for the position. During the selection process none of the essential criteria can be overlooked, and no new criteria can be introduced.

Selection is normally carried out by a committee of at least three people and will generally include:

- one person from the section where the vacancy exists;
- at least one person familiar with the work to be done;
- at least one person from another organisation;
- both women and men.

The committee is responsible for choosing the applicant who best satisfies the specifications outlined in the job description. If no applicant meets the selection criteria's essential requirements the position may be re-advertised.

There are two stages involved in assessing applicants for a position:

- the selection of candidates for interview based on the initial written applications;
- interviewing of selected applicants.

Written application

Written applications are assessed against the essential requirements of the selection criteria. Those applicants who fail to demonstrate they meet all essential criteria will not be considered further.

Applications that do not address the selection criteria will not be considered. If a large number of applicants meet all essential criteria, the committee will select candidates for interview by assessing each candidate's relative strengths, using the information contained in the written applications, and against the stated desirable criteria.

As the written application forms the basis for the committee's decision-making process, it is very important you prepare it carefully. If you have any queries please contact the person named in the job application pack for further information before completing and sending your application.

In addition to paid work experience, if relevant to the selection criteria, the following information should be included in the written application:

- skills and experience gained through voluntary work experience
- skills and experience gained through life experience or 'non-working' activities

Applications should be forwarded to the nominated email address by the advertised closing date. The committee can accept late applications if the applicant requests so before the closing date and the committee then accepts the applicant's request.

To assist you in seeking employment we would like you to incorporate the following in preparing your application:

- When asked for a demonstrated ability you need to give examples that prove you have the relevant ability or knowledge.
- When asked for highly developed communication skills, you must provide examples and proof that you have these skills. Describe the experience or things you have done to demonstrate you have these skills, for example describing your experience in dealing with people, details of reports and education programs you have written and examples of problems you have solved using communication skills.
- When asked to demonstrate capacity, you do not need to have done this kind of work before, but your skills, knowledge and experience must show that you are capable of doing this part of the job. Describe things you have done which prove you can do this kind of work.

References

A minimum of two referees should be provided along with the job application, one of whom should be, if possible, the current or most recent employer. Reference checks will be made following the interview process and will usually be followed up only for the successful candidate, or as part of the process of making the selection should the candidates perform equally well during the interview. The checks will be carried out prior to a job offer being made.

The Interview

Applicants invited for an interview may like to ask what material, if any, should be brought to the interview. Generally, candidates could bring evidence of qualifications and samples of work done, if relevant to the essential criteria. Candidates may be asked to undertake a test or task to demonstrate areas of skill required in the position.

Applicants should prepare for the interview by familiarising themselves with the work of Hepatitis NSW, particularly with the work done by the section in which the position is found.

Further information may be found on our website at hep.org.au.

You may also wish to read these organisational documents:

- Hepatitis NSW Annual Report
- Strategic Plan 2020-2024

Although interview questions generally relate to the relevant job description, it is advisable to be prepared to give reasons for being interested in the position.

Applicants will be given an opportunity to ask questions about the position. Such questions offer candidates an opportunity to demonstrate interest in and understanding of the position and its duties. It is the applicant's responsibility to convince the committee that they are the best person for the job.

Notification

Usually there will be only one interview. Applicants may be asked back for second interviews and will usually be notified by telephone if this is the case.

The successful applicant will be notified by phone and by email and should give their reply in writing as soon as possible. Unsuccessful interviewed applicants will be notified in writing within two weeks of their interview. If you have not heard from us by the interview date, then your application has not been successful.

Eligibility List

Where the panel finds an applicant (or applicants) to be suitable, an offer may be made to keep that applicant on an eligibility list for a period of six months from the date of interview. If the person appointed to the position is not able to continue in the post within that six-month period, Hepatitis NSW may be able to offer the position to a suitable applicant without the need for a further application or interview.

National Criminal Records check

We are required by our funder, NSW Health, to carry out a national criminal record check for all new employees, casual staff, and volunteers on our Board of Governance or with direct client contact. This is a confidential process which will be carried out before an offer of employment is made to a preferred applicant. To enable this to occur, applicants must provide proof of identity and sign a consent form.