

10 September 2026

Dear applicant

Thank you for your interest in Hepatitis NSW and the position of **Project Officer – Peer and Community Programs**.

TO APPLY

Your written job application must 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 provide the selection criteria, your application will not be considered.***

1. Detail your experience providing person centred information, support, referral or service navigation to people affected by health or social issues.
2. Give a detailed example of coordinating or supporting a community, peer, health promotion, education or support program.
3. Describe your understanding of hepatitis C, harm reduction, stigma, access and equity issues for priority communities.
4. Outline your experience working collaboratively with peer workers, community members, staff, volunteers, casual workers and external stakeholders.
5. Describe your experience using communication, data, digital systems and organisational skills to support service delivery, reporting and continuous improvement.

Applications close: Wednesday 30 September, 12 noon

Please send your application - marked "Confidential" – to Samantha Turczak, by email: sturczak@hep.org.au

Please direct enquiries about the position, to Samantha Turczak on 0468812201 or sturczak@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 **5 October 2026**

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 2025-26 Annual Report>>> [CLICK HERE](#)
- Strategic Plan 2025-2030>>> [CLICK HERE](#)

Please note, this position is full time, ongoing.

Regards,

Grace Crowley
General Manager
gcrowley@hep.org.au

Position	Project Officer – Peer and Community Programs
Reports to	Program Manager – Hepatitis C Programs
Hours	35 hours per week
Classification	SCHADS Level 4
Salary	\$46.70 to \$50.25 per hour Annual salary: \$84,994 to \$91,455 (plus superannuation and annual leave loading)
Employment type	Ongoing

POSITION CONTEXT

Hepatitis NSW is a member based health promotion charity, funded by the NSW Ministry of Health and governed by a Board of elected and appointed members.

The organisation has 21 permanent staff, approximately 40 casual staff and a number of volunteers.

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 wellbeing 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 equal opportunity in employment and does not discriminate on grounds irrelevant to determining the best applicant for a position. People with viral hepatitis are encouraged to apply, as are Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and people with disability.

Our office in Surry Hills, Sydney is wheelchair accessible.

PURPOSE AND FUNCTION:

The Project Officer – Peer and Community Programs is responsible for supporting and coordinating key community support and engagement programs that provide information, support, referral, peer connection and lived experience education for people in priority populations living with, at risk of, or affected by viral hepatitis in NSW.

Key responsibilities include:

- Supporting and liaising with the peer workforce, including planning, rostering, training, support, debriefing, duty of care and fair allocation of work.
- Organising and supporting the Hepatitis Infoline, email question service, texting service and online chat as professional statewide information, support and referral services.
- Organising the Hep C Speakers Program, including recruitment, training, briefing, scheduling, support and engagement of lived experience speakers.
- Supporting delivery, promotion, marketing and evaluation of hepatitis C community support programs, including regional and outreach activities as required.
- Maintaining accurate records, data collection, reporting, resources, referral information, procedures and program documentation.
- Building productive relationships with community members, health and community services, Justice Health NSW, Local Health Districts, partner organisations and other stakeholders.
- Assisting in the day-to-day operations of Hepatitis NSW as required.

This work aims to reduce the personal and social impact, and reduce the incidence and transmission of, chronic viral hepatitis, in particular hepatitis C.

The position reports to the Program Manager – Hepatitis C Programs.

This position has a commitment to continuous quality improvement and equal opportunity in employment as set out in relevant Hepatitis NSW policies and procedures.

MAIN DUTIES AND RESPONSIBILITIES:

The Project Officer – Peer and Community Programs will:

Community support, peer workforce and lived experience programs

- Assist in the promotion and marketing of peer and community programs among affected communities, service providers, and partner organisations.
- Support training, planning, rostering, coordination and administration of peer workers, including payment and expense processes.
- Support the delivery and evaluation of community support and peer programs, including in regional NSW and in community, health, alcohol and other drug, Needle and Syringe Program, custodial and homelessness settings.
- Coordinate the Hep C Speakers Program, including recruitment, induction, training, briefing, debriefing, wellbeing support, event coordination and ongoing skill development.
- Maintain and grow relationships with organisations that use, or may benefit from, the Hep C Speakers Program.
- Support the Coordinator – Peer Program and Program Manager, Hepatitis C Programs as required.

Information, support and referral services

- Coordinate and support the ongoing delivery, development, evaluation and periodic review of the Hepatitis Infoline, email question service, texting service and online chat, ensuring professional standards and appropriate escalation.
- Provide callers, community members, health workers and service providers with accurate and confidential information, support and referral as appropriate.
- Train and support staff to provide information and referral services, maintain competency, stay informed about new developments and participate in debriefs as required.
- Maintain Infoline procedures, protocols, manuals, information packs, referral resources and databases so they remain current, relevant and accurate.

- Record client occasions of service and support data collection, analysis, reporting and service improvement.
- Promote information and referral services through appropriate media, networking and stakeholder engagement.

Organisational Teamwork

- Promote the Hepatitis NSW vision and mission.
- Lead and model Hepatitis NSW's values and philosophy.
- Exercise sound judgement in decision making within delegated authority.
- Participate in staff meetings, development and organisational workshops.
- Produce reports and issues papers for the Board and its Sub-committees, as directed by the Chief Executive Officer.
- Adhere to all Hepatitis NSW policies and procedures.

OTHER RELATIONSHIPS

Internal

- Reports directly to the Program Manager – Hepatitis C Programs
- Supports the Coordinator – Peer Program, as required
- Supports peer workers
- Works closely and collaboratively with team members
- Liaises appropriately with the Program Manager, Chief Executive Officer, other staff and Board of Governance members

External

- People living with, at risk of, or affected by viral hepatitis
- People and agencies whose work influences the care, support and treatment of people living with viral hepatitis, and whose work influences its prevention
- Hepatitis NSW members

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

Qualifications

- Relevant degree qualification, or at least three years' experience working in a relevant social services, health or education field.

Experience

- Demonstrated experience in program planning, implementation, coordination and evaluation.
- Demonstrated experience in client focused service provision.
- Experience in group planning, facilitation, adult education, training or public speaking support.
- Demonstrated experience in the development and delivery of person centred services including planning, implementation, and evaluation.
- Demonstrated experience supporting, coordinating or supervising peer workers, lived experience workers, volunteers or casual staff.
- Record of establishing and maintaining stakeholder relationships through effective communication, negotiation and issues management to support engagement and delivery of project outcomes.

Knowledge

- Good understanding of access, equity, participation, and equality issues, especially regarding delivery of healthcare, social and welfare services.

- An ability to develop a thorough understanding of medical and social implications of hepatitis B and C infection, as well as an understanding of injecting drug use issues and harm minimisation concepts, both in the broader community and correctional settings.
- Knowledge of project management systems, contemporary change management methodologies, and tools that support evaluation, reporting and continuous improvement.
- Knowledge of, or the capacity to quickly acquire and apply knowledge of, data collection, data security, management and analysis.

Skills and abilities

- Ability to support all phases of project planning, development and delivery, ensuring activities are completed on time, within budget and scope, and to quality standards.
- Good verbal and written communication, interpersonal and representational skills, including the ability to provide advice, explain complex information clearly and influence others.
- Ability to develop and effectively use systems to collect data from an array of projects as needed.
- Ability to document pathways of care and negotiate the development of protocols and clinical systems to support client navigation of health systems and services.
- Demonstrated ability to analyse and interpret information and data and contribute to program, service and project development that is responsive, appropriate and relevant.
- Able to effectively provide guidance to other team members on data processes, practices and collection.
- Demonstrable ability to identify and negotiate data collection needs.
- Ability to explore creative ways to share information, engage and interact with diverse audiences.
- Good organisational skills, including the ability to adapt, prioritise, plan, manage own work and meet deadlines with limited supervision or as part of a team.
- Ability to respond to diverse situations, competing demands, changing priorities and emerging issues while maintaining positive working relationships.
- Ability to initiate innovative ideas, analyse problems, exercise sound professional judgement and contribute to new methods or practices where procedures are not clearly defined.
- Proficiency and competency in using a range of PC-based computer applications, including Microsoft Office suite of applications and CRM databases, combined with a high level of accuracy and attention to detail.

PHYSICAL DEMANDS & WORK ENVIRONMENT

Some out of office work, in community or restricted access settings may be required.

Some regional and interstate travel may be required.

SELECTION CRITERIA

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3. Describe your understanding of hepatitis C, harm minimisation, stigma, access and equity issues for priority communities.
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CONDITIONS OF EMPLOYMENT:

Hepatitis NSW is located on Level 4, 414 Elizabeth Street, Surry Hills NSW 2010, and operates under a 60/40 hybrid office/home workplace arrangement.

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

Terms and conditions of employment are those applying under the [Social, Community, Home Care and Disability Services \(SCHADS\) Award 2010](#), in conjunction with the [National Employment Standards](#) and the Fixed Term Contract Statement. The [Fair Work Information Statement](#) provides an overview of employment conditions.

Hepatitis NSW provides additional above-Award benefits, including flexible working arrangements; study leave; chronic illness leave; ceremonial leave for First Nations employees, subject to conditions; special end-of-year shutdown leave; the Employee Assistance Program; and additional paid COVID-19 leave, subject to conditions.

Salary packaging and Fringe Benefits are available following successful completion of a 6-month probationary period, where applicable.

Employment is subject to a national criminal record check.

Some out of hours work may be required.

Willingness to travel within NSW and interstate is required.

Current NSW driver's licence is required.

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

Prepared by: Samantha Turczak,
Program Manager,
Hepatitis C Programs

Approved by: Steven R Drew
Chief Executive Officer

Date: 9 September 2026

9 September 2026

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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 include 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. Interviewed applicants who are unsuccessful 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. 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.