

Position Description

Position Title:	Kidney Health Information Officer		
Reports to:	Community Programs and Services Manager		
Business Unit:	Marketing and Community		
Location:	Melbourne		
FTE:	0.6 FTE	Status:	Part-time, job share
Incumbent:		Date Effective:	26 November 2020

Kidney Health Australia

At Kidney Health Australia, we help to create healthier communities through increased awareness and early detection of kidney disease. We connect people living with kidney disease to vital resources and services to help them manage their condition and achieve a better quality of life. And we work closely with the clinical and research community to support treatment and research improvements and innovations so that one day, every Australian will have healthy kidneys.

Overview

The Kidney Health Australia Helpline is the first port of call for many people with kidney disease and their family members or carers. It is the moment when enquirers have contact with someone who can provide the information and support, they are searching for, at a time when they need it most.

The Kidney Health Information Officer supports the work of the Kidney Helpline by providing the following support to the kidney community, including young people living with kidney disease:

- Delivering high quality health information and advice with empathy and understanding about kidney health issues through the Kidney Helpline via telephone and email (telehealth style role, not consumer facing role)
- Following triaging protocols for all enquires to the Kidney Helpline
- Connecting people to appropriate resources, programs and services of Kidney Health Australia to improve their quality of life
- Coordinating Kidney Health Australia's standard response database to support consistent messaging and advice across all communication channels
- Providing appropriate advice regarding referral to other community organisations or health services
- Coordinating distribution of consumer resources ordered via email, Kidney Helpline or website
- Maintaining strong relationship with renal units nationally to promote the Kidney Helpline and our community programs and services.

The Kidney Health Information Officer will provide support and where needed referral to other health specialists and services for more specific health care and support and ensure all new callers to the Kidney Helpline are encouraged to stay connected to the Kidney Health Australia community via our e-newsletter or other activities and programs.

The Kidney Health Information Officer will review Kidney Health Australia’s standard response database to ensure responses reflect current evidence-based and clinical practice and are appropriate for dissemination across all key communication channels.

The Kidney Health Information Officer will also work with the Clinical and Marketing and Community teams to ensure publicly available resources and information are up to date, curated and available through all of Kidney Health Australia’s consumer touchpoints.

This position is supported by the Community Programs and Services Manager, the CARE Team Coordinator, the General Manager Marketing and Community, the broader Community Programs team and the clinical team.

DUTIES AND RESPONSIBILITIES

DUTY	ACCOUNTABILITIES
Kidney Helpline	<ul style="list-style-type: none"> • Daily responsibility for delivering high quality health information (not individualised medical advice) and advice related to kidney health issues through the Helpline via telephone and email • Ensure that health information policy documentation is updated and maintained as required • Accurately record consumer enquiries as cases in the CRM system • Positively engage new consumers accessing the Kidney Helpline to connect to Kidney Health Australia through e-newsletter, programs or services, or other fundraising and volunteering activities • Update and maintain Kidney Health Australia’s standard response database for dissemination across the Kidney Helpline and other communication channels, including social media platforms • Identify and implement service improvements originating from evaluation processes and other feedback mechanisms • Provide expert opinion as required to manage health enquiries coming via other channels • Work with the Community Programs and Services Manager on monthly reporting requirements
Kidney Helpline support	<ul style="list-style-type: none"> • Provide back up to the CARE Team Coordinator to service other inbound calls when required • Liaise with the CARE Team Coordinator to maintain national service levels that cover time zones and leave requirements
Consumer education	<ul style="list-style-type: none"> • Ensure all Kidney Health Australia consumer educational resources are consistent with health literacy principles • Coordinate distribution of consumer resources ordered via email, Kidney Helpline or website • Ensure consumer resources are available and up to date, and collaborate with digital marketing team to manage any updates • Disseminate and analyse a survey to assess consumer satisfaction with health information received from the service

Stakeholder Engagement	<ul style="list-style-type: none"> • Develop and maintain strong relationship with renal units nationally to promote the Kidney Helpline and our community programs and services and become key contact for information exchange • Maintain strong relationships with individuals and organisations who support the development and delivery of the Kidney Helpline service
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WORKING AT KIDNEY HEALTH AUSTRALIA

Travel	<ul style="list-style-type: none"> • Not required
Direct Reports	<ul style="list-style-type: none"> • The incumbent may be responsible for monitoring and supporting Kidney Health Australia volunteers and their work
Internal Reporting and communication	<ul style="list-style-type: none"> • Monitor and evaluate activities and assist with writing reports for Kidney Health Australia as required • Report on Kidney Helpline related stats in team and staff meetings • Attend regular Business Unit meetings and other Kidney Health Australia meetings as required
Teamwork	<ul style="list-style-type: none"> • Contribute to a positive team environment by working collaboratively and communicating effectively with the rest of the team and other Kidney Health Australia staff • Undertake other work activities as required by the Community Programs and Services Manager • Ensure work completed is consistent with Kidney Health Australia values and processes • Participate in acquiring knowledge and understanding of new technologies and programs to enhance work capability
Representing Kidney Health Australia in a customer facing role	<ul style="list-style-type: none"> • As the officer responsible for a key consumer touchpoint, ensure all dealings with the public are conducted in a friendly, helpful and professional manner • Ensure the purpose and work of Kidney Health Australia is conveyed accurately and positively through all interactions with the public

KEY SELECTION CRITERIA

QUALIFICATIONS AND EXPERIENCE

Essential	<ul style="list-style-type: none"> • Tertiary qualifications in nursing/ allied health/ social sciences/ social services or other relevant discipline • Working knowledge of the Australian health care system
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	<ul style="list-style-type: none"> • Demonstrated knowledge of kidney and urinary tract diseases, treatment options and related health management strategies
Highly desirable	<ul style="list-style-type: none"> • Registered member of APHRA • Experience working with renal units • Experience in working within a customer facing team responsible for the dissemination of health information • Experience in managing consumer health data within a CRM system observing data protection and privacy laws • Experience in handling health related enquiries with confidentiality • Demonstrated experience in handling enquiries that are sensitive, emotional or challenging

KNOWLEDGE, SKILLS, AND ABILITIES

- High-level oral, written and interpersonal communication skills
- Understanding of, and commitment to, delivery of health information based on evidence - based practice
- Highly effective organisational, time and budget management skills
- Effective consultation, negotiation and influencing skills
- Ability to establish rapport and empathy with enquirers
- Intermediate computer skills and use of a range of software

PERSONAL ATTRIBUTES

- Ability to work effectively both within a team and autonomously, and foster a positive team environment
- Flexibility and adaptability to changing work environments
- Drive, friendly nature with enthusiastic can-do attitude
- Values compatible with the Kidney Health Australia culture encompassing collaboration, empathy, inspiration and ambition

WHAT WE OFFER

- Generous salary packaging up to \$15,900 and entertainment card
- Certified Great Place to Work 2022 and 2023
- EAP and social events
- Access to training and development
- An aspirational, caring and values-based team culture