

## Position Description

<b>Position Title:</b>	Kidney Health Information Officer		
<b>Reports to:</b>	Community Engagement and Services Manager		
<b>Business Unit:</b>	Marketing and Community		
<b>Location:</b>	Melbourne		
<b>FTE:</b>	0.6 FTE	<b>Status:</b>	Part time split
<b>Incumbent:</b>		<b>Date Effective:</b>	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 kidney patients 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 related to kidney health issues through the Kidney Helpline via telephone and email
- Implementing triaging protocols for all enquires to the Kidney Helpline
- Providing general information about Kidney Health Australia programs and services
- Connecting people to appropriate resources, programs and services of Kidney Health Australia
- Managing Kidney Health Australia's standard response library for dissemination 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 are reflective of current evidence based and clinical practice and 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 resources are curated, repurposed and disseminated appropriately through all of Kidney Health Australia's consumer touchpoints.

This position is supported by the Community Engagement and Services Manager, the Senior Supporter Care Consultant, the General Manager Marketing and Community, the broader team and the clinical team.

#### DUTIES AND RESPONSIBILITIES

DUTY	ACCOUNTABILITIES
Kidney Helpline	<ul style="list-style-type: none"> <li>• Daily responsibility for delivering high quality health information and advice related to kidney health issues through the Helpline via telephone and email</li> <li>• Ensure that health information policy documentation is updated and maintained as required</li> <li>• Manage the inputting and updating of customer data in the CRM system from Kidney Helpline enquiries</li> <li>• 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</li> <li>• Develop and maintain Kidney Health Australia's standard response database for dissemination across the Kidney Helpline and other communication channels, including social media platforms</li> <li>• Identify and implement service improvements originating from evaluation processes and other feedback mechanisms</li> <li>• Provide expert opinion as required to manage health enquiries coming via other channels</li> <li>• Work with the Community Engagement and Services Manager on monthly reporting requirements</li> </ul>
Kidney Helpline support	<ul style="list-style-type: none"> <li>• Provide back up to the Senior Supporter Care Consultant to service inbound Helpline calls when required</li> <li>• Liaise with the Senior Supporter Care Consultant to maintain national service levels that cover time zones and leave requirements</li> </ul>
Consumer education	<ul style="list-style-type: none"> <li>• Ensure all Kidney Health Australia consumer educational resources are consistent with health literacy principles</li> <li>• Coordinate distribution of consumer resources ordered via email, Kidney Helpline or website</li> <li>• Ensure consumer resources are available and up to date, and collaborate with digital marketing team to manage any updates</li> </ul>



	<ul style="list-style-type: none"> <li>Disseminate and analyse a survey to assess consumer satisfaction with health information obtained by the service</li> </ul>
Stakeholder Engagement	<ul style="list-style-type: none"> <li>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</li> <li>Develop and maintain strong relationship with Renal Society of Australasia to support the Ambassadors and Buddy Program</li> <li>Maintain strong relationships with individuals and organisations who support the development and delivery of the Kidney Helpline service</li> </ul>

## WORKING AT KIDNEY HEALTH AUSTRALIA

Travel	<ul style="list-style-type: none"> <li>To be available for domestic and interstate travel as required</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>The incumbent may be responsible for monitoring and supporting Kidney Health Australia volunteers and their work</li> </ul>
Internal Reporting and communication	<ul style="list-style-type: none"> <li>Monitor and evaluate activities and write reports for Kidney Health Australia as required</li> <li>Attend regular Business Unit meetings and other Kidney Health Australia meetings as required</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Contribute to a positive team environment by working collaboratively and communicating effectively with the rest of the team and other Kidney Health Australia staff</li> <li>Undertake other work activities as required by the Community Engagement and Services Manager</li> <li>Ensure work completed is consistent with Kidney Health Australia values and processes</li> <li>Participate in acquiring knowledge and understanding of new technologies and programs to enhance work capability</li> </ul>
Representing Kidney Health Australia in a customer facing role	<ul style="list-style-type: none"> <li>As the officer responsible for a key consumer touchpoint, ensure all dealings with the public are conducted in a friendly, helpful and professional manner</li> <li>Ensure the purpose and work of Kidney Health Australia is conveyed accurately and positively through all interactions with the public</li> </ul>

## KEY SELECTION CRITERIA

### QUALIFICATIONS AND EXPERIENCE

<b>Essential</b>	<ul style="list-style-type: none"> <li>Tertiary qualifications in nursing/ health/ social sciences or other relevant discipline</li> <li>Working knowledge of the Australian health care system</li> <li>Demonstrated knowledge of kidney and urinary tract diseases and related health management strategies</li> </ul>
<b>Highly desirable</b>	<ul style="list-style-type: none"> <li>Experience working with renal units</li> </ul>



	<ul style="list-style-type: none"><li>• Experience in working within a customer facing team responsible for the dissemination of health information</li><li>• Experience in managing consumer health data within a CRM system observing data protection and privacy laws</li><li>• Experience in handling health related enquiries with confidentiality</li><li>• Demonstrated experience in handling enquiries that are sensitive or challenging</li></ul>
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### **KNOWLEDGE, SKILLS, AND ABILITIES**

<ul style="list-style-type: none"><li>• High-level oral, written and interpersonal communication skills</li><li>• Understanding of, and commitment to, delivery of health information based on evidence - based practice</li><li>• Highly effective organisational, time and budget management skills</li><li>• Effective consultation, negotiation and influencing skills</li><li>• Ability to establish rapport and empathy with enquirers</li><li>• Intermediate computer skills and use of a range of software</li></ul>
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### **PERSONAL ATTRIBUTES**

<ul style="list-style-type: none"><li>• Ability to work effectively both within a team and autonomously, and foster a positive team environment</li><li>• Flexibility and adaptability to changing work environments</li><li>• Drive, friendly nature with enthusiastic can-do attitude</li><li>• Values compatible with the Kidney Health Australia culture encompassing collaboration, empathy, inspiration and ambition</li></ul>
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