

Position Description

| | | | |
|------------------------|-----------------------------------|------------------------|---------------------|
| Position Title: | Kidney Health Information Officer | | |
| Reports to: | GM, Community | | |
| Business Unit: | Community | | |
| Location: | Southbank, South Melbourne | | |
| FTE: | 0.6 FTE | Status | Permanent Part-Time |
| Incumbent | | Date effective: | 5 January 2026 |

KIDNEY HEALTH AUSTRALIA

Kidney Health Australia was established in 1968 as the Australian Kidney Foundation. We are a not-for-profit organisation recognised as the voice for kidney health in Australia. We drive awareness and early detection of kidney disease through the delivery of high-impact programs and services and are dedicated to improving health outcomes and quality of life for people living with kidney disease, their families, and carers.

Our Vision: Healthy kidneys for all Australians

Our Mission: To decrease the incidence of kidney disease and save and improve the lives of Australians affected by kidney disease.

Core Values: We care about people; we are aspirational; and we seek impact.

HOW YOU CAN MAKE A DIFFERENCE

Be part of Kidney Health Australia's path to transformation as we embark on developing and delivering high impact health and wellbeing programs for people at all ages and stages of kidney disease, and their support network of families and carers.

GREAT PLACE TO WORK CERTIFIED

We're proud that Kidney Health Australia is now certified as a Great Place to Work and is formally recognised for our amazing culture and welcoming team.

COMMUNITY BUSINESS UNIT

The Community Business Unit supports the kidney community to become more informed, confident and capable managers of their own kidney health, or the kidney health of someone in their care. Support and services are delivered through the Kidney Health 4 Life program and its youth arm, Kidney Health 4 Youth. The Kidney Helpline is a key referral channel into the program.

The Kidney Health Information Officer is part of the Kidney Helpline and provides the following support to the kidney community:

- Delivers high quality health information and advice related to kidney health issues through the Kidney Helpline via telephone and email, and triage as appropriate;
- Actively supports the Kidney Health 4 Life program through referrals, managing enquiries and monitoring the efficacy of the AI chatbot responses;
- Develops standard responses to support enquiries and building up Kidney Health Australia's standard response library for dissemination across all communication channels
- Where applicable, provides appropriate advice regarding referral to other community organisations or health services.

The Kidney Helpline Coordinator reports to the GM, Community and provides support to the wider Community team in delivery of community programs.

KEY RESPONSIBILITIES AND DUTIES

| DUTIES | ACCOUNTABILITIES |
|---|---|
| Kidney Helpline | <ul style="list-style-type: none"> • Daily responsibility for delivering high quality health information 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 • Manage the inputting and updating of customer data in the CRM system from Kidney Helpline enquiries • 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 • Develop 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 KH4L Program Specialist on monthly reporting requirements |
| Kidney Health 4 Life enquiries and referrals | <ul style="list-style-type: none"> • Answer enquiries around the Kidney Health 4 Life program and actively refer people into the program • Provide assistance in dealing with registration queries – triage to IT support as required • Manage the AI chatbot enquiries and also monitor and train on answers regularly • Manage the inputting and updating of customer data in the CRM system. • Manage the complaints register, triage complaints to manager and provide monthly reporting |
| Big Red Kidney Bus and Transplant House booking enquiries | <ul style="list-style-type: none"> • Support the operations of the Big Red Kidney Bus including managing booking enquiries, cancellations, amended bookings, booking reminders and general enquiries • Manage Transplant House enquiries around eligibility, expressions of interest, availability and pass over to Program Coordinator to manage the booking. |
| Report and evaluation | <ul style="list-style-type: none"> • Monitor and report on participant program activity and support other self-assessment activity including setting up ongoing evaluations • Provide monthly reporting on Helpline activity as per performance metrics • Develop program presentations as required |

WORKING AT KIDNEY HEALTH AUSTRALIA

| | |
|--|---|
| Travel | <ul style="list-style-type: none"> To be available for domestic and interstate travel as required |
| Internal Reporting and communication | <ul style="list-style-type: none"> Monitor and evaluate activities and write reports for Kidney Health Australia as required 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 GM, Community 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/ health/ social sciences or other relevant discipline Working knowledge of the Australian health care system 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 or challenging Demonstrated ability to take direction and work collaboratively, including liaising effectively with team members and other staff across the organisation. Demonstrated experience of delivering excellent consumer service to a broad range of consumers, volunteers and supporters. High-level oral, written and interpersonal communication abilities. Experience of working to protocols and procedures to deliver a consistently high-quality level of supporter service. Intermediate to high level computer skills and use of a range of software including customer relationship management tools. Experience of dealing with sensitive, emotional or challenging callers. Demonstrated highly effective organisational and time management skills. |
| Highly Desirable |
| <ul style="list-style-type: none"> Good understanding of clinical literature and evidence and health literacy principles Sound knowledge of kidney and urinary tract diseases and related health management strategies Experience in working within a customer facing team responsible for the dissemination of health information |

Knowledge, skills and abilities

- High level oral and written communication skills –able to communicate effectively and confidently via email, phone and in person.
- Intermediate to high level of computer skills in Microsoft Office 365, SharePoint, Outlook, PowerPoint, Excel, Dynamics 365, Zoom & Zoom webinars, Teams.
- Proven organisational and time-management skills
- Ability to meet deadlines and prioritise tasks in a changing environment
- Ability to work collaboratively with a range of internal and external stakeholders
- Consultation, negotiation and influencing skills

Personal Attributes

- Attention to detail and analytic skillset.
- Enterprising and open to new ideas and approaches
- Drive, friendly nature and enthusiastic can-do attitude
- Values compatible with Kidney Health Australia culture

Other

- Must have a National Police Check and Working with Children's check.
- COVID-19 Vaccine essential.

Additionally, candidates must have the legal right to work in Australia as a permanent resident or citizen.