

OVARIAN CANCER AUSTRALIA (OCA)

POSITION DESCRIPTION

Support Nurse – Helpline Coordinator

Position Purpose

The Support Nurse – Helpline Coordinator works within the Ovarian Cancer Australia Support Team and is one of the roles responsible for providing support and information to people impacted by ovarian and gynaecological cancer.

The Position

Location:	Melbourne CBD (hybrid working options available or fully remote working for interstate residents)
Reports to:	Manager, Support Programs
Direct Reports:	Nil
Duration:	Two-year fixed term contract
Position Type:	Part-time 0.6FTE (45.6 hours per fortnight) or 0.4FTE (30.4 hours per fortnight)

Our Organisation

Ovarian Cancer Australia (OCA) is the national leader in advocacy providing vital support services for the 1,800 women diagnosed with ovarian cancer and their families each year. The OCA team is comprised of an expert and passionate team of nurses, psychologists, counsellors, advocates and an engagement and philanthropy team, all supported by business services professionals. Together, we deliver free and holistic, expert, evidence-based, specialist support services to women across Australia, and advocate for increased research funding, health systems reform and timely access to better treatment options for women living with ovarian cancer.

Our values:

We listen: We are inclusive: We are courageous: We act with integrity.

Our Culture:

We foster a strong sense of purpose and community by welcoming and supporting staff committed to achieving our vision. We value the diversity of our inclusive workplace and ensure we are a place where everyone feels respected and accepted. Ideas, feedback and contributions are encouraged, and we maintain a culture of trust, openness and optimism in all that we do.

For more information about Ovarian Cancer Australia please visit www.ovariancancer.net.au.

Our Strategy:

After extensive consultation, OCA has developed a bold new strategic plan to expand our vital support and advocacy to include all women affected by gynaecological cancers. Our deep commitment to the ovarian cancer community remains unwavering. This expansion responds to an urgent, unmet need and aligns closely with national health priorities. We are building a talented, passionate team to help bring this vision to life.

Vision – A future free from ovarian and all gynaecological cancers. Free from the risk, free from the impact and free from the fear.

Purpose – We stand for, and walk with, women and all impacted by ovarian and gynaecological cancers. We will ensure no one walks alone.

Strategic priorities

1. We deliver specialised support
2. We elevate the voice of lived experience
3. We drive collaboration
4. We shine a light on ovarian and all gynaecological cancers

Position Impact

The Support Nurse – Helpline Coordinator plays an important role in supporting the Australian community with information and support needs for ovarian and gynaecological cancers. The Helpline is often someone's first engagement point with OCA's Support Team, and this role provides comfort, care, navigation and support from concerns about symptoms and risk through to engaging with services for someone diagnosed with ovarian cancer.

Position Responsibilities

Support people impacted with ovarian and other gynaecological cancers

- Coordinate Helpline service, providing support to people impacted by ovarian cancer via the 1300 Helpline, email inbox, and OCA social media platforms in line with operational guidelines
- Assess support and psychosocial needs of callers
- Provide brief interventions e.g. managing distress and triaging to internal and external services
- Support people to access optimal care including linking with a gynae oncologist and MDT for initial surgery and management where appropriate
- Support people with questions and discussions to have with their treating team
- Maintain current knowledge of advances in ovarian and gynaecological cancers, supportive and palliative care, and methods of program delivery
- Coordinate and follow up on interventions and plans made during contact
- Maintain CRM database to record all support and related activities, in accordance with privacy guidelines
- Coordinate development and review of resources to support people impacted with ovarian cancer
- Assist with the facilitation of face-to-face and online support groups

Support the OCA advocacy and support services teams

- Work with the OCA Communications Team to optimise the promotion of OCA's support programs, including the Teal Support Program
- Develop and maintain ongoing contact and relationships with gynaecological oncology service providers, Cancer Councils and other relevant support services (local, state-based and national) to:
 - explore potential partnerships and collaborations;
 - optimise communication and promotion of Ovarian Cancer Australia's support services, resources and programs; and
 - seek advice and guidance as needed to inform program development.
- Represent OCA in a professional capacity at relevant meetings, committees, conferences including presenting on OCA's support services
- Contribute to quality improvement work, research initiatives and clinical governance

Support the OCA organisation

- Work in collaboration with the organisation's awareness, fundraising, marketing, and research teams to support projects, campaigns, and other Ovarian Cancer Australia activities
- If based outside of Victoria, travel to Melbourne minimum of two occasions per year for team training and development
- Review support communications and community and stakeholder engagements including social media content
- Contribute to the development of Ovarian Cancer Australia and Support Program strategy and planning
- Contribute to the culture of decision-making including initiative, cooperation, collaboration, and shared accountability
- Other duties as directed

General

- Work in collaboration with the wider OCA team to support projects, campaigns, and other Ovarian Cancer Australia activities.
- Understand and work within OCA's Policies and Procedures, including, as an employee, understanding and applying responsibility towards the work health and safety of others at OCA.
- Contribute to the culture of decision-making, initiative, cooperation, collaboration, and shared accountability.
- Be prepared to celebrate the wins and embrace a culture of continuous improvement through feedback.
- Other duties as directed.

Experience, Skills & Qualifications

- Registered Nurse with Nursing and Midwifery Board of Australia Health Practitioner Regulation Agency (AHPRA)
- At least five years' experience in working with people with cancer, gynaecological cancer experience preferred
- Experience assessing and managing distress
- Demonstrate understanding of holistic care principles and holistic care needs assessments

- Understanding of Australian Cancer Plan and the role of Australian Cancer Nursing and Navigation Program
- Excellent communication and interpersonal skills with extensive experience in responding to the needs of individuals and group members
- Experience in community engagement with consumers and professional stakeholders
- Experience in program coordination or project management preferred
- IT and computer literacy across MS office suite
- Ability to work autonomously and as part of a multidisciplinary team
- Ability to work in accordance with operational policies and procedures, with an understanding of the important role of data collection and data compliance

Attributes

- Commitment to the purpose and values of Ovarian Cancer Australia
- Positive, collaborative and 'can do' approach.
- Inclusive and supportive.
- Resilient and actively conscious of self-care given the nature of OCA's purpose and the potential interactions with those affected by ovarian cancer.

Mandatory Requirements

- Proof of permanent residency and therefore eligibility to work in Australia without restriction.