

Title:	Telephone responder
Reports to:	CEO, Palliative Care WA (Lana Glogowski)
Debriefing and weekly supervision:	Phone line supervisor (Dr Margaret Sealey, Murdoch University)
Remuneration:	\$45 per hour and superannuation
Employment Status:	<ul style="list-style-type: none"> • Up to six part-time positions; • Minimum of 7.5 hours weekly (potential for additional hours if required) • To be worked between 9am and 4.30pm from Monday to Sunday in 2.5 hour shifts i.e. 9 to 11.30am; 11.30 to 2pm; and 2 to 4.30pm; • 6 months initially with possibility of extension.

Background

Palliative Care WA Inc. is a member-based peak body for palliative care with a mission to raise awareness of and build community capacity to address life-limiting conditions, dying, death, grief and loss.

The organisation is expanding and responding to an increasing focus on end-of-life matters within WA and its current activities and events include:

- Facilitation of a CEO Roundtable on Palliative Care regularly meeting with the WA Minister for Health;
- Facilitation of an Advance Care Planning Consortium of sector agencies focused on increased uptake of advance care planning;
- Delivery of advance care planning workshops for the general community across WA;
- Professional development forums for the palliative care sector;
- Development and delivery of a highly successful public awareness campaign focused on advance care planning titled *You only die once (2019)*;
- Annual palliative care sector awards and gala dinner event;
- National Palliative Care Week events and activities; and
- Support of an emerging compassionate community organisation - Lasting Words.

WA Health, Cancer and Palliative Care Network, has provided additional funding and requested that Palliative Care WA pilot a confidential consumer and carer information and support telephone service for six months.

Palliative Care WA is collaborating with Carers WA to establish this phone service and recognises the important linkage with their newly established Carer Gateway.

Six phone line responders will be engaged, inducted and trained to provide a seven-day-a-week service to consumers, carers and family members.

In particular the telephone line will provide information and support on:

- Advance care planning;
- Palliative care; and
- Grief and bereavement.

Consumers, carers and families coping with the COVID-19 pandemic will be invited to call the phone service for non-clinical assistance. Callers requiring information and support on end-of-life and palliative care matters not related to COVID-19 will also be invited to call.

The newly established positions will provide a phone service from the comfort of their own homes. For this reason, phone line responders will be required to have their own fully-operational personal computer, a reliable internet service and a private space in which to deliver this service.

Palliative Care WA will also require initial one-off access to the responder's home for approximately two hours (observing social distancing and other infection control measures) to load software and establish connection to the phone service.

Each responder will also be supplied with a quality headset to minimise environmental noise and ensure the best possible connection with phone line callers.

Staff structure and office location

The current Palliative Care WA staffing structure includes:

- CEO;
- Marketing and Communication Officer;
- Finance Officer; and
- Administration and Events Officer.

Palliative Care WA normally operates out of an office located in Shenton Park with dedicated workspaces within an open plan office environment but is operating remotely during the COVID-19 pandemic.

The telephone line responders will constitute a sub-team within the Palliative Care WA structure and will be provided with debriefing support and supervision by the Phone Line Supervisor and will be managed by the CEO.

Key Duties and Responsibilities

- Provide a confidential, empathetic and responsive telephone information and support service to consumers, carers and family members;
- Provide referral information to the Carer Gateway (provided by Carers WA) and other services as appropriate;
- Collect de-identified data on callers where possible;
- Seek debriefing where appropriate and attend supervision where required;
- Complete other administration tasks as required.

Key Selection Criteria

Essential:

- Demonstrated advanced communication and active listening skills and a capacity to empathetically engage with people of varying ages and from diverse cultures and backgrounds;
NB: Palliative Care WA is actively seeking at least one responder who is Aboriginal and at least one responder with a culturally-diverse background.
- Knowledge of health and aged care sectors, palliative care and end-of-life issues as well as grief and bereavement approaches;
- Proven ability to deliver a service independently and also work within a small team environment, seek debriefing support when appropriate and actively contribute to group supervision;
- High level of competency in the Microsoft suite of products;
- Access to a home computer with reliable internet access and an appropriate space at home to deliver confidential and un-interrupted support.

Desirable:

- Qualifications and experience in counselling;
- Experience in providing telephone support;
- Experience in the not-for-profit sector.

Application

Interested applicants are asked to provide:

- A covering letter, of no more than two pages, succinctly addressing the essential and desirable selection criteria; and
- A two-page CV summary.

Applicants are to attach these two documents and send their application to the CEO, Palliative Care WA, to ana.glogowski@palliativecarewa.asn.au ASAP and by no later than 9am, Monday 20th April.

Key dates

- Applications close – Monday 20th April @ 9am;
- Short listed candidates advised – Monday 20th April;
- Interviews by phone – Wednesday 22nd April;
- Successful applicants notified – Thursday 23rd April;
- Induction and training – Friday 22nd and Wednesday 29th April;
- Home phone set up – between 27 and 30 April;
- Telephone service commences – Friday 1 May.