

JOB DESCRIPTION and APPLICATION INSTRUCTIONS

Title:	Telephone responder
Reports to:	CEO, Palliative Care WA (Lana Glogowski)
Debriefing and fortnightly supervision:	Phone line supervisor (Dr Margaret Sealey, Murdoch University)
Remuneration:	\$20 per hour retainer or \$35 per hour when responding to callers; superannuation; and access to salary packaging if desired
Employment Status:	<ul style="list-style-type: none"> • Two part-time positions available (to complement a team of five existing responders); • Minimum 8 hours weekly (with potential for additional hours if desired) • Worked between 9am and 5pm from Monday to Sunday in 4 hour shifts i.e. 9 to 1pm and 1 to 5pm; • Initial three month paid trial period and then annual contract renewable for up to four years

Background

Palliative Care WA Inc. is a member-based peak body for palliative care with a mission focused on consulting, informing, supporting and collaborating with community and the palliative and aged-care sectors to ensure access to quality palliative care for all Western Australians.

The organisation is expanding and responding to an increasing focus on palliative care 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 to 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 Advanced Care Planning and National Palliative Care Week events and activities; and
- Support of an emerging compassionate community organisation - Lasting Words.

Palliative Care WA established a pilot telephone service in April, 2020 with funding provided by the End of Life Care Program, WA Health. In November, 2020, Palliative Care WA was successful in winning the tender to provide this service for the next four years.

Two additional phone line responders will be engaged, inducted and trained to provide a seven-day-a-week service to consumers, carers and family members providing information and support on palliative care and grief and bereavement.

Responders provide the phone service from the comfort of their own homes and are provided with a quality headset to minimise environmental noise and ensure the best possible connection with phone line callers.

Phone line responders are required to have their own fully-operational personal computer, a reliable internet service and a private space within their home to deliver this confidential service.

Palliative Care WA will also require initial one-off access to the responder's home for approximately two hours (observing COVID-19 requirements) to load software and establish connection to the phone service.

Staff structure and office location

The current Palliative Care WA staffing structure includes a:

- CEO;
- Marketing and Communication Officer;
- Finance Officer;
- Community Education and Projects 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 managed by the CEO and provided debriefing support and regular supervision by the Phone Line Supervisor.



Key Duties and Responsibilities

- Provide a confidential, empathetic and responsive telephone information and support service to consumers, carers and family members (and information only to health providers if required);
- 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 highly developed 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 responders who are Aboriginal or have a culturally-diverse background.
- Knowledge of health and aged care sectors, palliative care and end-of-life issues as well as understanding of contemporary grief and bereavement approaches;
- Proven ability to work independently and also 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 home space to deliver confidential and un-interrupted support to callers.

Desirable:

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



PalliativeCare
WESTERN AUSTRALIA

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Application

Interested applicants are asked to provide:

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

Applicants are to send their two documents to info@palliativecarewa.asn.au by no later than 9am, Monday 30th November.