

Position Description

OVERVIEW

Position	HepLink Program Officer
Employment status:	This position is available full-time (1.0 FTE) Fixed term until June 2026 , with possibility of extension subject to funding
Accountability:	The position will report to the Health Promotion Manager
Working relationships:	Works collaboratively with LiverWELL staff, Hepatitis Australia, partner community and health organisations, and regional networks to deliver accessible, stigma-free, and high-quality HepLink services across Victoria.
Remuneration:	Classified at SCHADS Award Level 4.1 , with an annual salary of \$88,090 plus access to salary packaging benefits.
Location:	Based at LiverWELL, 15 Gracie Street, North Melbourne, with flexibility to work from home by agreement. <i>Note: LiverWELL will be relocating to a new office in December 2025.</i>

ABOUT LiverWELL

LiverWELL (incorporating Hepatitis Victoria) is a not-for-profit community-based organisation that has worked for over 30 years to eliminate viral hepatitis in Victoria. In line with Victorian and Australian government strategies, our long-term plan builds on this critical work and broadens our scope to improve liver health outcomes for all Australians.

Viral hepatitis and steatotic liver disease are major contributors to liver disease and liver cancer. Together, they represent two of the fastest-growing risk factors for cancer-related mortality and morbidity in Australia.

LiverWELL collaborates with a broad spectrum of community, health sector, research, and government organisations to:

- Raise awareness of viral hepatitis and noncommunicable liver disease to help reduce their risk and impact through community education, sector capability building, and efforts to challenge stigma and discrimination.
- Improve access and referral to quality information, care, treatment, and support especially for vulnerable and at-risk communities.
- Support people with lived experience of viral hepatitis and liver disease to actively participate in solutions, ensuring that their voice informs responses to viral hepatitis and liver disease.
- Advocate, collaborate and mobilise collective action to eliminate viral hepatitis and drive a stronger response to the challenges of viral hepatitis and liver disease in our community.

OUR VISION

Liver health for all.

We prevent and reduce the impact of liver disease, including viral hepatitis, and to continue to combat stigma.

OUR VALUES

- **Respect** – We respect all people affected by liver disease, promoting dignity, and challenging stigma and discrimination.
- **Inclusion** – We seek to understand and value the diverse circumstances and cultures of the people and communities with whom we work.
- **Collaboration** – We work in partnership with those affected by liver disease, and with others who share our values and aim.
- **Impact** – We strive for maximum impact, building on evidence, being innovative, and driving change to achieve better liver health.

POSITION PURPOSE

HepLink is a national initiative that connects people affected by viral hepatitis to information, care, and support through collaboration between community and health organisations. LiverWELL delivers the Victorian component of HepLink, providing accessible, stigma-free, and confidential information, referral, and navigation services that empower individuals affected by viral hepatitis to make informed health decisions.

The HepLink Program Officer plays a key role in delivering this service, responding to client enquiries via phone, webchat, email, and outreach, and providing information and brief interventions that support access to testing, vaccination, and treatment for viral hepatitis. The role also contributes to strengthening referral pathways, maintaining data quality, and building relationships with regional partners to ensure HepLink remains visible, responsive, and effective across communities throughout Victoria.

KEY RESPONSIBILITY AREAS

Service Delivery and Client Support

- Deliver accurate, stigma-free information and brief support via phone, webchat, email, and outreach to individuals affected by viral hepatitis.
- Assist clients—particularly those in regional areas—to understand and navigate testing, treatment, and prevention options for viral hepatitis.
- Maintain confidentiality and consistency of service in line with the HepLink Operations Guide.

Referral Pathways and Navigation

- Provide warm referrals and low-level case management to connect clients with appropriate services.
- Maintain up-to-date referral directories and service maps in RediCASE.
- Identify service gaps and raise emerging needs with the Health Promotion Manager.

Partnerships and Network Development

- Build and maintain relationships with key health and community partners throughout Victoria.
- Engage regional community organisations through the Strengthening Regional Linkages initiative.
- Represent LiverWELL at sector and network meetings, including travel across Victoria as required.

Program Data, Quality, and Reporting

- Record client interactions and outreach activities accurately in RediCASE.
- Support data quality checks and continuous improvement activities.
- Contribute to quarterly and annual reports for Hepatitis Australia and LiverWELL.

Promotion and Community Engagement

- Participate in regional and community events to raise awareness of HepLink services.
- Distribute HepLink resources through health and community networks.
- Promote inclusive and stigma-free messages across all outreach and communication activities.

Organisational Contribution

- Collaborate with LiverWELL teams to align HepLink with broader health promotion programs.
- Participate in supervision, meetings, and professional development opportunities.
- Undertake other duties as directed, consistent with the scope and classification of this role.

KEY SELECTION CRITERIA

Essential

- Demonstrated experience in health promotion, community engagement, or client support in a community or public health setting.
- Strong communication and interpersonal skills, with the ability to engage respectfully with clients, community members, and partner organisations.
- Ability to manage enquiries, provide information, and make referrals in a confidential and empathetic manner.
- Willingness and ability to travel across Victoria for service delivery and engagement activities, including occasional overnight stays, in line with LiverWELL's Travel Policy.
- Sound organisational and time-management skills, with capacity to balance multiple priorities and meet reporting deadlines.
- Competence or willingness to learn to use databases and reporting systems (e.g. RediCASE or similar).
- Commitment to LiverWELL's values of respect, inclusion, collaboration, and impact.

Desirable

- Qualifications in public health, community health, social services, or a related field; or equivalent relevant experience.
- Familiarity with viral hepatitis and community-based approaches to improving access to testing and treatment.
- Experience using client or case management databases such as RediCASE.
- Applicants with lived or living experience of viral hepatitis will be highly considered for this role.
- Proficiency in Microsoft Office and digital collaboration tools.

MANDATORY REQUIREMENTS

- Current Working with Children Check and Police Check (or ability to obtain prior to commencement).
- Successful applicant must have full working rights in Australia.

- Compliance with all public health and workplace safety requirements applicable at the time of employment.

CONDITIONS OF EMPLOYMENT

- Full-time (1.0 FTE) fixed-term position until June 2026, with potential extension subject to funding.
- Three-month probationary period applies, during which performance and suitability for the role will be reviewed.
- Some after-hours and statewide travel required for service delivery, meetings, and events, including occasional overnight stays as needed; travel and accommodation arrangements will be managed in line with LiverWELL's Travel Policy.
- Salary packaging available in accordance with ATO guidelines.
- Flexible and hybrid working arrangements supported by agreement with the Manager.
- Attendance in the office required on designated days in line with LiverWELL's Work-From-Home Policy.
- Current Victorian driver's licence (or ability to travel independently for work purposes) required, unless exempt due to medical or reasonable circumstances.
- Role not eligible for visa sponsorship; LiverWELL cannot provide letters of support or documentation for visa extensions or renewals.

ORGANISATIONAL POLICIES

All employees are expected to comply with LiverWELL's policies and procedures, including Code of Conduct, Privacy and Confidentiality, Work Health and Safety, Cultural Safety, and Child Safety policies.

EQUAL OPPORTUNITY AND INCLUSION

LiverWELL is committed to diversity, equity, and inclusion in the workplace and is an equal opportunity employer. We particularly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTQIA+ communities, and people with lived or living experience of viral hepatitis or other relevant health or social circumstances. Applicants with lived or living experience of viral hepatitis will be highly considered for this role.