

Position Description

Viral Hepatitis Peer Worker (Lived Experience)

Position	Viral Hepatitis Peer Worker (Lived Experience)
Employment status	This position is available full-time, part-time or casual
Accountability	The position will report to the Programs Manager
Remuneration	SCHADS Award Level 3 pay point 1 Commensurate with responsibilities of position and experience of the successful candidate. Access to the benefits of salary packaging available.
Location	The position is based at Hepatitis ACT, 36 David Street, Turner ACT 2612
Requirement	Lived or living experience of either hepatitis B or hepatitis C

About Us

At Hepatitis ACT, we are committed to eliminating viral hepatitis by 2030. With six million Australians affected by liver disease, including over 6000 Canberrans living with viral hepatitis, our mission is more crucial than ever. We provide information, support, referral, education, testing, treatment and advocacy to those affected by or at risk of viral hepatitis.

Our Vision and Values

Vision – Better health and wellbeing of our community through the elimination of viral hepatitis.

Values:

- We treat all people and their data with respect and integrity.
- We support self-empowerment through Culturally Safe care, tailored to meet the needs of diverse populations.
- We provide inclusive and confidential services that respond to community needs.
- We collaborate with partners for maximum impact to ensure no one is left behind.
- We value accountability and evidence-informed practice.
- We believe everyone deserves equitable access to quality healthcare and support, regardless of background or circumstance.

Position Purpose

Critical to the elimination of viral hepatitis is ensuring that vulnerable and at-risk communities can access the information, support and care to which they are entitled. These communities experience high levels of stigma and discrimination; this means support and care needs to be provided in ways which are accessible to, and comfortable for people – in environments in which they feel safe. You will play a key role in supporting safe access, and in line with our commitment to place lived experience at the centre of our work, we are seeking a person with Lived (either current, or previous) experience of viral hepatitis.

The primary focus of the role will be to:

- Mobilise external stakeholders and providers to enhance awareness raising, address stigma and discrimination and to provide individualised client-centred support for people at risk or diagnosed with viral hepatitis (viral hepatitis B and/or C).
- Support the needs of consumers requesting support in navigating viral hepatitis services.
- Provide assertive outreach, health promotion and health education to priority communities.

You will support people to engage or re-engage in care, and support those with complex needs and from priority populations in a range of settings which could include:

- Community health promotion and awareness raising events.
- High case load clinics.
- Community services frequented by at risk communities.
- In collaboration with existing tertiary and primary health services.
- In collaboration with outreach clinical services

You will provide assertive engagement out to community settings to engage priority populations and individuals in meaningful discussions about viral hepatitis, working toward empowering health consumers to access health services (screening, treatment, ongoing care), and to utilise community supports and referrals to address their own health and social goals.

You will work as part of the Hepatitis ACT Programs team. As this role is aligned with a national response to viral hepatitis, you will also share and leverage learnings from key interstate counterparts under the Hepatitis Australia's National Hepatitis Information Line (NHIL) Framework.

Key Responsibility Areas:

- Deliver individualised, client centred peer support for people with or at risk of viral hepatitis to facilitate access to information, care and support.
- Work with clients to support their health and wellbeing, which may involve disclosure of personal history to support meaningful actions to engage consumers in health actions.
- Undertake need assessments and respond appropriately to psychosocial issues raised by clients that may involve referral support and risk management.
- Encourage client engagement with social and support services, providing referrals as appropriate.
- Provide accurate advice to clients relating to contemporary viral hepatitis treatment, vaccination prevention and harm minimisation approaches.
- Promote and facilitate group community engagement events.
- Exercise a high level of interpersonal skills and professionalism in dealing with clients, Hepatitis ACT staff and volunteers.
- Support activities being undertaken by partner organisations through consultation and unique consumer insights to support whole of sector consumer experience improvements.
- Support Hepatitis ACT to identify opportunities to consult, validate and implement changes and projects that are informed by consumer experiences.
- Develop insights to consumer experience and barriers in engaging in care to inform potential improvements to outcomes for consumers.
- Deliver on engagement targets for people at risk of viral hepatitis in clinics and community settings.
- Provide timely reports on activities and participate in monitoring and evaluation of the NHIL Program, including meetings with Hepatitis Australia and interstate counterparts.
- Participate in and contribute to regular internal and external meetings, and training and professional development as required.
- Maintain strict client confidentiality and privacy.
- Maintain data management and information sharing requirements under Hepatitis ACT's various contract requirements.

General

- Demonstrate commitment to Hepatitis ACT values.
- Attend and contribute to internal and external meetings as appropriate.
- Contribute to Hepatitis ACT's general activities and services.
- Abide by Hepatitis ACT's policies and procedures.
- At all times, maintain confidentiality of information about service users, members, staff, volunteers, and other personnel.
- Undertake reasonable other duties as agreed.

Key Selection Criteria**Essential:**

- Lived Experience of hepatitis B or C.
- Demonstrated experience engaging priority population groups with cultural sensitivity.
- Experience in engaging health consumers holistically, conducting needs assessments and developing client-driven plans.
- Ability to shape responses based on diverse backgrounds and psychosocial needs.
- Strong reporting skills and ability to implement action plans.
- Personal and situational awareness to assess risks and respond appropriately.
- Ability to manage time effectively and prioritise tasks.
- Growth mindset with a focus on improvement and solutions.

Desirable:

- Recent experience in providing peer navigation and support.
- Experience in addressing access, equity, participation, and stigma issues.
- Current driver's license for the ACT.

Education:

- Relevant level of expertise obtained through service and/or study.
- Desirable: Relevant degree in Health Promotion, Public Health, or allied health.

What We Offer:

- Enjoyable team working environment.
- Ongoing professional development.
- Excellent conditions including salary packaging options and benefits.
- Casual, part-time or full-time employment available.