

## POSITION DESCRIPTION



<b>TITLE:</b>	<b>Hub Coordinator</b>
<b>EMPLOYMENT STATUS:</b>	Fixed term (until 30 June 2022) 1 EFT
<b>AWARD DETAILS:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS): Level 5 Salary Sacrifice arrangements apply.
<b>REPORTS TO:</b>	Director Internal Capability
<b>DIRECT REPORTS:</b>	Supports EDV volunteers, with direction from Volunteer Manager
<b>LIAISES WITH:</b>	EDV volunteers and staff, consumers and carers, organisational networks, private and public eating disorder services.
<b>LAST UPDATED:</b>	July 2021

### ABOUT EDV

#### Our Mission

To assist all Victorians impacted by eating disorders to access the information, support and services they need throughout their journey, from discovery to recovery.

#### Our vision

Victorians affected by an eating disorder have timely access to the information, support and services that they need to inspire hope and ensure the earliest possible recovery.

#### Our Values

We embrace the following values to underpin our mission:

*Connection    Courage    Optimism    Perseverance*

**Eating Disorders Victoria (EDV)** is the leading community organisation helping Victorians understand and recover from eating disorders. A trusted source of support since 1983, EDV delivers a broad range of free and low-cost community services that respond across the breadth of the eating disorder experience – from discovery to recovery.

Our services exist to:

- Guide Victorians to the services needed for timely, evidence-based care.
- Share with Victorians the skills developed by those who have experienced and recovered from eating disorders.
- Provide Victorians with innovative community programs that aren't available elsewhere.
- Be a voice that guides Victorian stakeholders (health professionals, community leaders, decision makers) to the knowledge required to strengthen the broader system of care.

Our services are for individuals affected by eating disorders, as well as the families, communities and professionals that support them.

EDV's work is proudly informed by lived-experience, as well as the expertise of health professionals and evidence-based approaches. We are a strong voice for lived experience and actively advocate for our community at local and national level.

### ROLE STATEMENT

The Hub is a core service that is often the 'front door' for people entering (or perhaps even accessing) EDV. The Hub is a free and confidential service providing information and peer support for people experiencing eating disorders or those who are supporting them (family, friends, professionals etc.). The Hub offers a safe place for people to seek information, openly discuss experiences with eating disorders and ask any questions. It is staffed by trained volunteers who have an interest in eating disorders, many with a lived experience and others are studying in a related field.

With the increase in demand for the service we are looking for a skilled, passionate individual to join the team and lead the Hub in supporting those with an eating disorder, their supports and professionals who connect with the Hub.

The role will involve supporting the Hub on the ground level by picking up calls and replying to emails, and also taking a quality improvement approach to initiate change and increase capacity. The Hub Coordinator will work closely with the other EDV programs and services to ensure they can best provide information and navigation.

## KEY ACCOUNTABILITIES

- Coordinate the Hub service that supports consumers, carers and professionals.
- Lead quality improvement and development of the Hub.
- Provide coverage for Hub shifts to ensure all calls are answered and all enquiries are replied to in a timely manner.
- Data collection, analysis and reporting – both internal and external requirements.
- Work closely with the Volunteer Manager and Hub Administrator, including undertaking their duties in their absence.
- Provide support and supervision to the volunteers on the Hub.
- Attend staff meetings, and other internal meetings; keep up to date with EDV news and sector developments.
- Other duties consistent with position as directed by the Director Internal Capability.

## KEY SELECTION CRITERIA

### Essential:

- Qualifications in mental health, nursing, social work or psychology.
- Sound understanding of the Victorian mental health system.
- Highly developed organisational skills and strong detail focus, with ability to effectively prioritise.
- Ability to work autonomously with little direction, and contribute as a valued member of a team.
- Well-developed written and oral communication skills – especially phone skills.
- Ability to work flexibly, independently and creatively in a demanding NGO environment.
- Proficient administrative and IT skills.

### Desirable:

- Prior work in Call centre, Helpline or phone service.
- Experience working in an eating disorder or mental health service.
- Experience and/or understanding of Not-for-Profit organisations.
- Experience with the Salesforce CRM.
- Experience working with the volunteer workforce.

## CONDITIONS OF CONTRACT

**Location:** The position will be based at the EDV office on Level 2 of the Magpies Community Centre (corner Lulie and Abbot Streets, Abbotsford). Please note due to COVID-19, there are restrictions to onsite working and capacity for working from home arrangements.

### Employment conditions:

- Normal working hours will be during Monday to Friday, 9am to 5pm.
- Other conditions as mandated by the Fair Work Act.
- Subject to satisfactory Working with Children Check, National Police Check and completion of Conflict of Interest Declaration.
- Probationary period will apply (3-months).
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### Ethical requirements:

All EDV staff are required to adhere to the EDV Code of Ethics, Code of Conduct, Core Values and guiding principles and relevant organisational policies, practices and guidelines.

### Wellness criteria:

EDV values the lived experience of volunteers, staff and board members in the organisation. For anyone who discloses a history of a mental illness, including eating disorders, we recommend a two-year recovery period and a 'Declaration of Wellness' so that all connected with EDV are able to look after themselves and be supported.