Kidney Helpline Manager

Do you have renal experience and are seeking a new challenge? Tired of shift work? Keen to play a critical role in improving the quality of life of people with kidney disease? Then you may be our next Manager for the Kidney Helpline. This position will lead a team of operators and provide high-level information, support and referral to people with kidney disease. If you enjoy a dynamic work environment and are searching for a rewarding position then this is the job for you!

Kidney Health Australia is the peak national body representing those living with and affected by kidney disease. A not-for-profit organisation to promote good kidney health through education, advocacy, research and support.

About the role

The Kidney Helpline is the first port of call for many people with kidney disease and their family members or carers. It is the moment where those enquirers have contact with someone who can provide the information and support they are searching for, at a time where they need it most. This position is responsible for:

- Providing high-level kidney and urinary health-related information to Helpline enquirers
- Implementing triaging protocols for all enquiries to the National Kidney Helpline
- Providing general information about Kidney Health Australia programs and services
- Providing appropriate advice regarding referral to other community organisations or health services
- Designing and implementing service improvements originating from evaluation processes and other feedback mechanisms
- Building and maintaining relationships with a range of clinical and corporate stakeholders to maximise the impact, uptake and funding of the Kidney Helpline
- Personally providing high-level kidney and urinary health-related information to Helpline enquirers
- Designing and implementing service improvements originating from evaluation processes and other feedback mechanisms
- Building and maintaining relationships with a range of clinical and corporate stakeholders to maximize the impact, uptake and funding of the Kidney Helpline

To be successful in this role, you will have:

- Tertiary qualifications in nursing/ health / social sciences or other relevant discipline
- Enrolled Nurses encouraged to apply
- Working knowledge of the Australian health care system
- Sound knowledge of kidney and urinary tract diseases and related management strategies
- Experience in the development, planning, implementation and evaluation of projects
- Experience in people management, teamwork and leadership
- Values compatible with Kidney Health Australia culture
To view the PD and for more information, please visit our careers page: http://kidney.org.au/about-us/careers

Please submit the following: (1) A cover letter outlining why you are applying for this position; (2) A resume with your skills, experience and qualifications.

Applications close Friday 14th February, 2020.

Apply send your application to people@kidney.org.au

A current Police Check and Working with Children Check are required for this role

Only candidates who have been shortlisted will be contacted.