



## Case Support & Engagement Lead (New role)

<b>Role details</b>	
<b>Hours:</b>	0.6FTE 22.8 hours per week
<b>Award:</b>	SCHADS, Level 5
<b>Working arrangements:</b>	3 days per week, with core days, Tuesday and Thursday, plus one other day of your choice.  Flexible working environment, with minimum required contact hours: 10-4pm  Flexibility of working hours required, to allow for attendance at external meetings and events.
<b>Location:</b>	Hybrid. Melbourne CBD office-based on Thursdays at minimum.  Regular in-person attendance at other locations (to attend meetings and events).
<b>Reports to:</b>	CEO
<b>Direct reports:</b>	Case Support Officer (0.6FTE)

The Case Support & Engagement Lead (CS&EL) oversees Birth for Humankind's client-centric approach to planning, delivering and continually enhancing client experiences through doula support services. In this role you will hold responsibility for all program-related stakeholder engagement – including client, referrer and doula relationships.

This is a hands-on role, blending strategic program leadership skills (including strategic planning, service refinement and stakeholder engagement), with practical doula support service supervision. It requires experience in managing a case load program and directly supervising a client/worker case load.

Alongside the Case Support Officer (CSO) – who directly reports to the CS&EL – you will supervise the doulas delivering client work and liaise with all people involved in the client's care – including the individual receiving the service, the doula, the referrer, hospital care team. You will oversee, and together with the CSO, you will implement all doula engagement functions – including recruitment, ongoing development, engagement and retention plans.

You will be responsible for implementing a stakeholder engagement-based approach to relationships with hospitals, referral agencies and sector partners – based on program priorities. Through this function of the role, you will work with external partners to implement and refine relationship-based approaches to delivering doula support, that complement and enhance BFH's work.

You will oversee program monitoring and evaluation and ensuring the implementation of the learnings of this work across the whole organisation. Given team capacity, the role demands the ability to strategically deprioritise, as much as prioritise where to focus efforts, based on prior evidence of success.

*Note: The precise distribution of shared tasks may vary depending on the incumbent in the role and how tasks are best distributed to benefit from the prior skills and experiences of both the CS&EL and CSO. However, it is*



anticipated that the CSO will oversee a larger caseload than the CS&EL, given the additional supervisory and external engagement responsibilities of the CS&EL role. However there remains shared responsibility for the end-to-end delivery of doula support services.

## Key deliverables

### Strategy and outcomes

- With input from the CEO and wider team, set the strategic direction of the doula program, to ensure program sustainability. This may include but not limited to:
  - Service focus areas - expansion or contraction, depending on demand and capacity
  - Service offerings - expansion or contraction, depending on demand and capacity
  - Alternative models of doula engagement
- Contribute to setting, and supporting the achievement of, service delivery targets and broader organisational-wide KPIs, in collaboration with the CEO. This may include but is not limited to:
  - Testing, piloting and refining alternative methods for delivering services - including the transition to a paid contractor model for doulas to complement the volunteer program (commencing Q1 of FY26)
  - Incremental adaptations to respond to trends and emerging evidence
  - Contributing to organisation-wide operational planning
  - Co-collaborating with the broader team to ensure integration of planning, activities and timelines
- Hold accountability for achieving service delivery and case support targets - ensuring the team priorities are targeted, achievable, and appropriate to meeting the strategic goals of the program.
- Budget oversight for work related to the doula program work.

### Doula support program management and quality program delivery

- Oversight and appropriate distribution of the doula support program case load, between the Case Support team
- End-to-end delivery of a case-management based approach to client support services (in collaboration with the Case Support Officer) including:
  - Receiving and managing referrals to the doula support program, including sorting eligible referrals and responding to all referrals with details of the timeline and process.
  - Delivering timely intake and matching processes that meet client expectations, that appropriately inform the doula about the client's needs and expectations.
  - Supervision of the doula's practice (see also *Management and supervision*).
- Ensure all program activities align with BFH's quality program governance principles and practices and embedding a continual improvement culture across all service delivery.



- Work within the scope of program and organisational policy and compliance procedures in line with BFH's Quality Program Governance Framework, escalating concerns as appropriate.
- Budget oversight for work related to case support and program-related engagement work.

### **Stakeholder engagement**

Doula team:

- Organise and implement a sustainable and strategic approach to the professional development, engagement and retention of the doula workforce, including identification of new training and engagement opportunities.
- Practical implementation – in collaboration with the CSO – of a limited program of engagement and peer support events for doulas, including – and annual doula retreat and doula support circles, with integrated professional development components.

External stakeholders – hospitals, referrers and sector partners:

- Lead the partnership-based strategy for engagement with sector stakeholders (as aligned to BFH's partnerships framework), and set priorities based on the strategic ability to enhance BFH's service capacity and sustainability (with support from the CEO and Supporter Engagement & Income Generation Lead).
- Identify opportunities to promote our work and explore partnership opportunities, as appropriate to the partnership priorities and organisational capacity.
- Represent BFH at sector events and forums, related to our programmatic work. This may include but is not limited to attending events hosted by peak bodies, maternity and sexual reproductive health-related conferences, and representing BFH on webinars and seminars or on consortiums.
- Act as a spokesperson for BFH in the media (on the delegation of the CEO).

Clients:

- As appropriate, and based on feedback and evidence, explore opportunities to better respond to client needs.

### **Knowledge management, data collation and continual improvement**

- Oversee the implementation of BFH's M&E Framework, including collection and analysis data trends to inform the organisation's continual learning and refinement. In collaboration with the CEO, ensure data is reported on (at team, board and stakeholder level) in a timely and appropriate manner.
- Apply technical program knowledge and expertise to the refinement of training packages and external communications (as required), to support the work of the Supporter Engagement & Income Generation Lead in the promotion of BFH's services.
- Capture and communicate data to support the Supporter Engagement & Income Generation Lead and Digital Communications Officer to share BFH's outcomes and impact publicly.
- Provide support to the Supporter Engagement & Income Generation Lead in gathering data to inform grant applications and acquittals.

### **Management and supervision**



- Ongoing management and supervision of any direct reports (and recruitment and onboarding of any future direct reports), in line with BFH's Performance Supervision and Improvement Process – including investment and support for professional development opportunities.
- Implementation of regular case load management meetings with relevant team members, to ensure the appropriate distribution of the client case load.
- Provide back-up support to the CSO's case load on their non-working days/leave periods.
- Recruit and onboarding of new doulas, including interviewing, selection, induction training, data management and administration (in collaboration with the CSO)
- Doula management and supervision, including providing debriefing and wellbeing support and ensuring appropriate data collection, reporting and critical incident response (in collaboration with the Case Support Officer).
- Oversight and supervision of any casual contractors and/or consultants engaged to assist in delivering the workload.

## Key selection criteria

### Essential

- Relevant tertiary qualifications in community program management, health, social work, or similar field, equivalent relevant practical experience.
- Advanced experience overseeing an implementing a case load approach to client service delivery.
- Strong understanding of the maternal health sector with prior experience working in a maternity context.
- Excellent staff and volunteer management experience, with the ability to assist individuals to perform to the standards required in the code of conduct and Birth for Humankind policies, understand their professional and personal development needs, and implement work in a timely manner and with clear communication.
- Strong track record in successfully working with people with intersecting experiences of discrimination, marginalization and disadvantage and an understanding of the barriers facing people with complex pregnancy and social care needs.
- Strong communications experience, including the ability to clearly communicate organisational goals, objectives and strategy as well as a strong understanding of the program's directions and needs.
- Excellent skills and experience in building relationships with a diverse range of stakeholders, especially maternity, sexual reproductive health and aligned women's health and social support sectors, and internal colleagues.
- Strong ability to performance against pre-agreed performance indicators, with support from your line manager and as recorded in your personal performance and development plan.
- Ability to work both independently and collaboratively, with demonstrated strong



initiative.

- Ability to manage multiple functions effectively and in a timely manner, and identify areas that require greatest attention and manage workloads and expectations accordingly.
- Good recordkeeping abilities, with the ability to collect, manage and interpret data for a range of audiences.
- Experience working with monitoring and evaluation frameworks and how data should be used to improve performance.
- Passion for our vision and mission and commitment to BFH's values.

### **Desirable**

- A strong understanding of the not-for-profit sector and key funders and our work.
- Experience in budget development for grant applications.
- Prior supervision experience, with the ability to assist individuals to perform to the standards required in the code of conduct and Birth for Humankind policies, understand their professional and personal development needs, and implement work in a timely manner and with clear communication.
- Prior experience overseeing a case load approach to client service management.

### **Additional requirements**

- Birth for Humankind is committed to child safety and wellbeing. All employees and volunteers must abide by our Child Safe Commitment Statement and Code of Conduct.
- Willingness to complete a Police Check and Working with Children Check, prior to commencing employment\*
- An appropriate home-office that meets OHS standards, whilst working, or commitment to work from BFH's office\*\*
- We work in a co-working space without permanent IT set-up, so employees and volunteers need to supply their own laptop and other required IT equipment.\*\*\*

*\* We understand that undertaking police checks can be a challenging experience for some people. For example, we acknowledge that Aboriginal and Torres Strait Islander are overly and unfairly represented in the criminal justice system and that victim-survivors of family violence may often unfairly hold records as perpetrators of violence. With this in mind, we aim to only consider prior convictions that may have implications for your work in the role and protect your privacy during this process - whilst still undertaking checks to ensure the safety and security of all clients, staff and stakeholders. If you would like to discuss this process with us, or make a disclosure prior to undertaking the police check process, please contact the hiring manager.*

*\*\* BFH will provide guidance on appropriate office set up and may cover costs associated with amendment to your current home office set up. If you are unable to meet these requirements at home, you may be directed to work from the office.*

*\*\*\* An IT allowance is paid quarterly to help towards costs and can be made available in advance, if required. If you do not currently have your own laptop, please do not let this discourage you from applying. We can make arrangements to ensure you have the equipment you require to fulfil the role.*