

Position Description

Quitline Manager

Who we are: Quit Tasmania is a program of Cancer Council Tasmania. Our aim is to eliminate the harms of smoking and vaping by preventing uptake and supporting all Tasmanians to quit for good. We have been leading tobacco control efforts in Tasmania since 1995.

Our Vision: A Tasmania free from tobacco and related products, including e-cigarettes, and their harmful effects

Our Values: Generosity, Integrity, Collaboration, Courage, Innovation

Hours of Work	Part-time 0.8 FTE (equivalent to four days per week)
Salary:	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010 Level 6 (attractive salary packaging available).
Location:	The role is primarily located at the Cancer Council Tasmania offices at 15 Princes Street, Hobart, Tasmania. Flexible working options considered.
Position Summary:	<p>The Quitline Manager is responsible for the operational management of the Tasmanian Quitline 13 7848, SMS and Web Chat services. The role ensures the service is safe, accessible, evidence-based and culturally responsive, and operates in accordance with the National Minimum Quitline Standards.</p> <p>The Manager provides leadership and support to a small and dynamic team of professional counsellors in the delivery of high-quality behavioural telephone counselling and related services, and at times, personally provides direct behavioural counselling and support to maintain service continuity and quality. The role also drives continuous improvement and maintains strong stakeholder relationships to support and strengthen Quitline referral pathways.</p>
Reporting:	This role reports directly to the Lead, Cessation Services and Partnerships. The role has 6 direct reports (Quitline Counsellors).
Qualifications and Skills:	Tertiary qualifications in a related discipline and significant work-related experience, expertise, and competence sufficient to perform the duties required at this level.
Personal Attributes:	This role requires a self-motivated individual with strong leadership and communication skills, well-developed conceptual and critical thinking ability, and a commitment to continuous quality improvement. They have the ability to foster collaborative relationships and contribute to a positive, inclusive team culture.

	<p>The role suits a people-focused professional who can connect and engage effectively with team members, clients and referrers. They will be capable of managing a team whilst working autonomously in a busy environment, confidently managing the delivery of Quitline’s front-line cessation smoking and vaping services to members of the community.</p>
<p>Organisational Responsibilities:</p>	<ul style="list-style-type: none"> • Provide oversight of the day-to-day operations of the Tasmanian Quitline telephone counselling service and related services (eg, SMS and Web Chat). • Lead and support a small team of Quitline counsellors including workforce planning and capability development, mentoring, and the management of clinical supervision. • Ensure the delivery of high-quality, contemporary, evidence-based cessation services to support Tasmanians to quit smoking and/or vaping. • Assist in monitoring and evaluation processes, contributing to continuous quality improvement in partnership with the Lead, Cessation Services and Partnerships and the Tasmanian Quitline Advisory Group. • Build and maintain strong relationships with service providers in the health and community sectors with a focus on establishing Quitline referral pathways. • Provide specialist evidence-based information, advice and behavioural counselling to clients and others seeking smoking and vaping cessation support, as required to support service continuity and quality. • Oversees the effective use of the Microsoft Dynamics 365 client relationship management (CRM) system to support safe, high quality service delivery, accurate record keeping, performance reporting and continuous improvement. • Contribute to increasing state-wide engagement with, and awareness of, cessation services among Tasmanians who smoke and/or vape, health professionals and community service providers. • Contribute to strategic planning and risk management for the cessation services, including the provision of operational, workforce and service deliver insights. • Support the Lead, Cessation Services and Partnerships with regular, timely and accurate reporting as requested. • Undertake other duties as determined by the Lead, Cessation Services and Partnerships.

<p>Selection Criteria:</p>	<ol style="list-style-type: none"> 1. Tertiary qualifications, preferably a bachelor’s degree in a relevant field including counselling, psychology, social work or a related field, and a minimum of 3 years’ experience in counselling are requirements of the role. 2. Demonstrated experience, leading, supporting and developing professional staff, including supervision, performance development and fostering a positive, psychologically safe work environment. 3. Excellent written and verbal communication skills, including client communication and clinical documentation. 4. Excellent interpersonal skills, and ability to represent Quit Tasmania and build collaborative relationships with a range of stakeholders, including but not limited to health and community service providers. 5. Demonstrated proficiency with database management systems and client relationship management (CRM) platforms, including maintaining data integrity. 6. Strong conceptual and analytical skills, including demonstrated experience identifying and implementing service improvements.
<p>Essential General Requirements:</p>	<ol style="list-style-type: none"> 1. Current Working with Vulnerable People Registration and satisfactory National Police Check or the ability to obtain these checks. 2. A current drivers’ license with occasional travel. 3. Occasional attendance at out of hours functions, meetings and events. 4. Ability to assist with backfilling shifts at times between 8.00am and 8.00pm Monday to Friday, as required. 5. All Quitline staff are required to be smoke and vape-free in accordance with National Minimum Quitline Standards. Someone who has previously smoked or used vaping products must have stopped using them for at least 6 months prior to commencing in the role.
<p>Desirable General Requirements:</p>	<ol style="list-style-type: none"> 1. Understanding of smoking and vaping cessation and the key challenges of supporting Tasmanians from priority population groups with complex needs. 2. Demonstrated experience leading and working in a health, counselling, helpline, contact centre or telehealth-based service, including services delivered via multiple channels (phone, SMS, web chat, CRM systems) 3. Well-developed cultural competence.

Competency Framework – Quitline Manager			
Personal Attributes		Relationships	
Adapt and Respond to Change		Communicate Effectively	4
Display Resilience	3	Commitment to Customer Service	4
Act with Integrity	4	Influence and Negotiate	2
Manage Self	4	Work Collaboratively	4
Results		Business Support	
Deliver Results	4	Finance	1
Plan and Prioritise	4	Technology	3
Think and Solve Problems	3	Procurement and Contract Management	1
		Project Management	2
Demonstrate Accountability		4 – Highly Advanced 3 – Advanced 2 – Intermediate 1 - Foundational	
People Leadership and Management	3		
Lead, and Develop People	3		
Inspire Direction and Purpose	2		
Optimise Business Outcomes	2		
Manage Reform and Change	2		

It is agreed that these are the primary requirements for the position of the Quitline Manager. However there is an expectation that this position may perform, or learn other duties, as required by Cancer Council Tasmania.

Where the requirements and tasks vary significantly, both parties agree to discuss these variations and draft a new Position Description which reflects agreed variations.

It is understood by both parties that this position description forms an integral part of the feedback process between the employee and the Director Quit Tasmania therefore the entire document will be considered during any performance assessment.

Employee Signature _____ Date _____
 Quitline Manager

Employer Signature _____ Date _____
 Director Prevention & Quit Tasmania