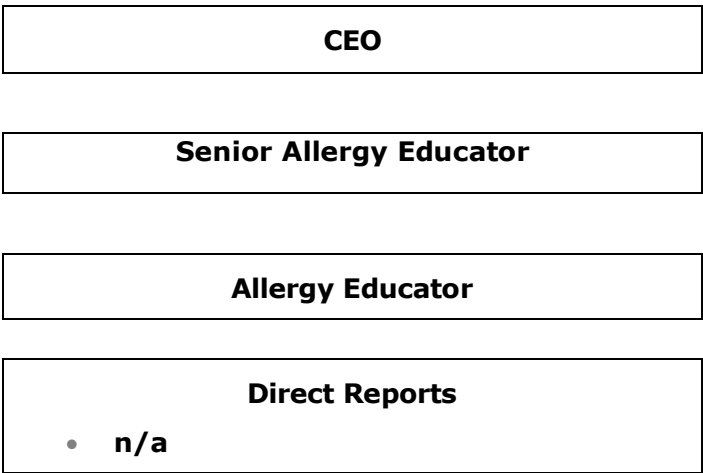


Position Title:	Allergy Educator
Reports to:	Senior Allergy Educator
Business Unit:	n/a
Location:	Sydney Office or Remote (when not in Sydney)

Organisational Chart



Basic Purpose of Position *(Summarise what the job does and why)*

Provision of expert knowledge of the key issues and effective strategies relevant to allergy and anaphylaxis

The main purpose of the role is to provide evidence-based information, guidance and support, and advocate for improved care, management and treatment of Australians living with allergic disease.

Additional responsibilities include:

- Working with the National Allergy Council
- identifying and fostering relationships/networks and partnerships

to further the promotion of evidence-based care to improve the health and wellbeing of people with allergic disease.

Key Accountabilities	Performance Measures / KPIs
Support and Guidance <ul style="list-style-type: none"> • Provide support and guidance, to those seeking assistance in managing allergic disease(s) within scope of practice and remit of the organisation • Provide evidence-based information and resources • Guide people to appropriate health professionals • Seek advice from and collaborate with colleagues and Medical Advisory Board as required • Provide support in multi-channel environment (email, phone, chat, private message) • Support marketing team to moderate and respond to queries and comments through social media • Maintain records of enquiries consistent with established procedures • Report to relevant bodies and follow up on incidents related to allergy and anaphylaxis (packaged food, food service, medication, devices used to manage or treat health conditions, etc.) 	<ul style="list-style-type: none"> - Timely and evidence-based communication with consumers and other parties in relation to enquiries - Feedback and evidence from consumers and others via testimonials and feedback - Feedback from CEO and Senior Allergy Educator in relation to the support and guidance provided
Development/Review of resources <ul style="list-style-type: none"> • Review existing content and resources for accuracy and currency. • Creation of new allergic disease specific content for various communication channels, including social media, website, and educational material • Develop resources to educate and inform target groups about allergic disease(s) • Assist with review and enhancement of A&AA's website 	<ul style="list-style-type: none"> - Review of resources as allocated by Senior Allergy Educator using evidence and within time frames - Creation or contribution to development of new resources - Accuracy of information provided demonstrated through use of current evidence
Promotion/Communication: <ul style="list-style-type: none"> • Provide expertise both to and on behalf of Australians living with allergic disease • Contribute to the creation, and promotion of evidence-based information through multi-channels and sources (e.g. newsletter, social media) as allocated by Senior Allergy Educator • Provide input to organisations wanting to implement policies/programs to manage allergy and anaphylaxis in their workplace as appropriate and with the approval of CEO or Senior Allergy Educator • Develop innovative approaches to develop and promote best practice in health education on allergic disease. 	<ul style="list-style-type: none"> - Feedback from CEO - Feedback from Senior Allergy Educator - Feedback from external stakeholders, as appropriate - Accurate and comprehensive documentation
Advocacy/Policy Development <ul style="list-style-type: none"> • Participate in professional networks, working groups, stakeholder workshops and the like as a representative of and advocate for 	<ul style="list-style-type: none"> - Participation in working groups - Feedback from external stakeholders in these networks, as appropriate - Contribution to submissions

Key Accountabilities	Performance Measures / KPIs
<p>Australians living with allergic disease (e.g., ASCIA, food industry)</p> <ul style="list-style-type: none"> • Prepare submissions to relevant bodies (e.g., TGA, PBAC, FSANZ, state and federal government departments) regarding optimal care, consumer choice and improved access, treatment, and management of allergic disease in Australia 	<ul style="list-style-type: none"> - Feedback from CEO and Senior Allergy Educator in relation to the policy work undertaken - Quantum of working parties/networks/policies developed - Feedback from stakeholders and CEO and Senior Allergy Educator regarding the ability to manage timelines and incorporate feedback reflecting the ethos of A&AA to produce outcomes relevant to people with allergic disease(s).
<p>Research/Impact</p> <ul style="list-style-type: none"> • Participate in and disseminate information on latest research and changes to best practice management • Share research results and implications in plain English with the A&AA audience via the most appropriate channel(s) • 	<ul style="list-style-type: none"> - Evidence of participation and dissemination
<p>National Allergy Council</p> <ul style="list-style-type: none"> • Contribute to the work of the National Allergy Council projects as identified. • Collaboration with NAC project officers • Provision of expertise and knowledge • Review and contribution to the development of new and existing project resources • Membership in working parties/committees 	<ul style="list-style-type: none"> - Completion of activities within NAC projects - NAC reporting - Participation in meetings and working groups associated with NAC projects - Appropriate case documentation to reflect sharing of NAC resources
<p>Professional Development</p> <ul style="list-style-type: none"> • Develop expert knowledge of current key issues and effective strategies relevant to allergic disease(s) • Read current allergy/health promotion literature • Identify and foster opportunities to engage with professional groups, academics, researchers and networks to increase current knowledge of the management of allergic disease 	<ul style="list-style-type: none"> - ASCIA conference participation - Participation in networks/professional special interest groups - Participate in in-house educational sessions - Participation in other appropriate professional development - Participate in case reviews and reflective practice through team and one on one meetings
<p>Other</p> <ul style="list-style-type: none"> • Assist in the development of projects/submissions to further the purpose of A&AA in seeking funding and partnerships 	<ul style="list-style-type: none"> - Feedback from CEO and Senior Allergy Educator in relation to the assistance provided
<p>Contribute to the culture and structure of the organisation</p> <ul style="list-style-type: none"> - Constructively support change, management processes and communications - Contribute to ongoing efficiency and efficacy of the organisation - Contribution to a safe workplace and team culture through constructive communication and support of fellow staff 	<ul style="list-style-type: none"> - Feedback from CEO and Senior Allergy Educator - Attendance and participation in organisational collaboration events - Demonstrated contribution to development of organisational processes as requested

Key Accountabilities	Performance Measures / KPIs
Contribute to core capabilities of the organisation - insight, innovation & collaboration <ul style="list-style-type: none"> - Demonstrate appropriate understanding the broader internal and external context and setting in which the business operates - Contribute to development of the business and actively play a role in contributing to the team 	<ul style="list-style-type: none"> - Demonstration of an understanding of the operations of the business - Demonstration of understanding of key Allergy Educator tasks at a functional level. - Consumer/Partner feedback

Dimensions	Performance Measures / KPIs
People Management Responsibilities <ul style="list-style-type: none"> - Number of Direct Reports - Number of Indirect Reports 	Number of Direct reports: nil Number of indirect reports: nil
Financial Expenditure Authority <ul style="list-style-type: none"> - 	Nil
Assets Managed	n/a
Other Measures (as appropriate) e.g. Sales, Value of Projects	n/a

Decision Making Authority	
Has the authority to make decisions without requiring approval	In role as an allergy educator in the provision of case advice pertinent to level of professional expertise. To consult with Senior Allergy Educator or CEO on decisions which impact organisational resources, output, external relationships.
Decisions that require approval	All financial decisions require approval

Personal Specifications	
Knowledge	<ul style="list-style-type: none"> • Broad knowledge of the Australian health care system • Knowledge of the factors affecting health outcomes and treatment compliance • Ability to communicate health related messaging appropriately for the Australian

	<p>community including for culturally and linguistically diverse populations.</p> <ul style="list-style-type: none"> • Knowledge of allergic disease
Technical / Work-based Skills	<ul style="list-style-type: none"> • Strong conceptual and analytical skills. • Strong communication and written skills • Demonstration of an understanding of competing priorities and the skills to manage these workloads • Ability to seek assistance/escalate issues as required • Ability to work on project development alone and/or with a team • Ability to lead a project, manage time lines/feedback to further improve QoL of people with allergic disease?
General Skills / Attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills. • Demonstrated ability to listen empathically • Computer literacy • Demonstrated ability to serve as an effective member of a small team • Authentic and act with integrity • Demonstrated ability to prioritise depending on current challenges and requests
Qualifications	Tertiary level qualifications in a health-related field
Experience	<p>At least 3-5 years of experience in health education/public health, or as a healthcare professional in clinical practice.</p> <p>Experience in allergy management in clinical practice will be highly regarded or knowledge of allergy management in a related field (e.g. nutrition, public health)</p>

Safety, Security, Environment & Compliance

In addition to the key accountabilities, all employees of A&AA are responsible for supporting and actively participating in observing and promoting a safe working culture that complies with regulatory and A&AA's standards and delivers zero accidents.

Compliance

Know the legal and compliance responsibilities of the position; lead ethically and model compliant behaviour; maintain an environment where employees are encouraged to speak up without fear of retaliation; ensure employees in area of responsibility understand the compliance responsibilities of their jobs.

Optional Information

Working Relationships (internal and external)

Internal:

- CEO
- Senior Allergy Educator
- Operations Manager
- Administrative Staff
- Marketing and Fundraising team
- Board of Directors
-

External:

- National Allergy Council
- ASCIA
- Regulatory authorities
- External partners and networks
- Business Partners

Key Opportunities / Challenges

(What aspects of the role present the greatest opportunities / challenges and why? Note: This should be generic to the role and not to any current situation or individual/s involved)

Allergy Educators at A&AA have the opportunity to make a real difference in the lives of those with allergy- there is scope to make change in individual lives, industry, government and the community at large.

Other Relevant Information

(Indicate any relevant factors relating to the purpose, scope or nature of the role that is not covered elsewhere in this PD e.g. operating environment, what would not get done if this job did not exist / Why do we need this job at all?)