



Hepatitis B Voices Australia

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Position Description

Chinese Community Navigator

Position Title	Chinese Community Navigator
Organisation	Hepatitis B Voices Australia (HBVA)
Employment Type	Fixed-term, 24 months
FTE	0.8 FTE (4 days per week)
Award/Agreement/Classification	SCHADS Level 4, \$80,749.24/year (pro rata)
Location	Community-based, Wyndham and Melton LGAs (Victoria)
Reports To	HBVA Project Manager

About Hepatitis B Voices Australia

Hepatitis B Voices Australia (HBVA) is an independent, not-for-profit community, peer-led organisation that supports, represents and advocates for the health and well-being of people affected by hepatitis B in Australia. We are a ‘for community, by community’ organisation wholly led by people affected by hepatitis B.

HBVA’s vision is that the voices of people living with hepatitis B will be central in the response to hepatitis B and eliminating its impacts.

We amplify the voices of the affected community to eliminate the impacts of hepatitis B. More information about HBVA is available on our website <https://www.hepbvoices.au>.

About the Project

This role is part of a Cancer Council Victoria-funded hepatitis B micro-elimination pilot in Wyndham and Melton. The project aims to reduce liver cancer by improving access to hepatitis B testing monitoring and treatment among China-born community members.

The pilot focuses on people who are not currently engaged in hepatitis B care, including those who may not know their status. The Navigator will be supported by a specialist nurse (the Victorian Viral Hepatitis Educator) who will provide clinical information, support and build primary care capacity.

About the Role

The Navigator is a community-facing role designed to connect Mandarin-speaking community members in Wyndham and Melton with hepatitis B testing, monitoring, and care to improve people's health and wellbeing.

The project objectives are to increase:

- Awareness and understanding of hepatitis B, liver cancer risk, and the importance of monitoring.
- Intention among China-born community members to engage or re-engage in care.
- Progression through key stages of the hepatitis B care cascade, including testing, GP review, monitoring, and specialist referral where indicated.

This is a navigation and coordination role (not a clinical role) tailored to support community needs to safely and confidently navigate the hepatitis B care pathway. The Navigator works alongside the Victorian Viral Hepatitis Educator from St Vincent's Hospital Melbourne, referring and escalating as needed within agreed clinical referral pathways.

The Navigator will work closely with HBVA throughout the project, with regular supervision and well-being check-ins built in.

Some evening and weekend may be required to support community outreach and education activities. Time-in-lieu arrangements will apply.

Key Relationships

- HBVA Project Manager will provide regular supervision, project management, and wellbeing support.
- The Victorian Viral Hepatitis Educator St Vincent's Hospital Melbourne will provide clinical coordination, advice regarding clinical escalation, and joint education delivery.
- Local GPs and primary care providers in Wyndham and Melton.
- Community partner including local Chinese and other community organisations.
- Local community members affected by hepatitis B and their families.

Key Responsibilities

Community Engagement

- Engage community members in Wyndham and Melton through outreach, events, and established networks.
- Organise/facilitate 4-6 in-language hepatitis B and liver cancer education sessions in Mandarin (and Cantonese where possible), in partnership with the Victorian Viral Hepatitis Educator.

- Reach at least 200 community members through education sessions, outreach, and network-based communications.
- Build and maintain relationships with at least 5 local community networks to support hepatitis B messaging.

Navigation and Care Coordination

- Provide structured, one-on-one navigation support to up to 60 individuals over the project term.
- Support community members with booking GP, pathology, ultrasound and specialist appointments as appropriate.
- Support community members in following up missed appointments, rebooking, and re-engaging with care.
- Identify and escalate any concerns or barriers to care to the Victorian Viral Hepatitis Educator for clinical review.
- Provide cultural insights to inform service delivery.
- Work in coordination with the Victorian Viral Hepatitis Educator in accordance with agreed clinical governance pathways
- Maintain confidentiality and privacy of all community members in line with agreed governance processes.
- Support community members to navigate practical barriers to care including understanding referral pathways, accessing interpreters, navigating Medicare or local health systems, and addressing barriers such as transport or childcare.

GP Engagement

- Attend at least 3 GP lunch-and-learn sessions organised by the Victorian Viral Hepatitis Educator.
- Support community members in preparing for and following through with GP appointments.

Administration and Reporting

- Collect, record and maintain accurate non-clinical records of engagement, navigation, and follow-up activities.
- Log activities to support project evaluation and cost-effectiveness analysis.
- Participate in project coordination meetings and evaluation activities.
- Contribute to project reporting in line with Cancer Council Victoria requirements.

Out of Scope

The following fall outside the Navigator's role:

- Provide clinical assessments or medical advice – all clinical matters are referred to the Victorian Viral Hepatitis Educator.
- Make clinical decisions about treatment, testing protocols, treatment or specialist referral pathways.
- Provide counselling or psychological support – the Navigator’s role is navigation, coordination, and cultural support. Where clients need additional support, the Navigator will refer to appropriate services.
- Act as an interpreter for clinical results – a qualified interpreter will be made available where required by participants.

Key Selection Criteria

Essential	• Ability to communicate effectively in Mandarin and English, including written communication. • Resides and/or works/worked in the Wyndham and/or Melton areas. • Strong connections to the Mandarin-speaking community and community organisations in Wyndham and/or Melton. • Demonstrated experience supporting community members to navigate health or social services, with a strong understanding of how the Australian health system works including primary care, specialist services, and community-based programs. • Strong interpersonal and communication skills – able to build trust with community members and local networks. • Commitment to cultural safety, confidentiality, and privacy. • Self-motivated with the ability to work independently and deliver agreed outputs. • Confident using digital communication platforms, including WeChat, SMS, email, Excel and basic data entry/reporting systems. • Current driver’s licence and access to a reliable vehicle (travel across Wyndham and Melton is required).
Desirable	• Cantonese proficiency (spoken). • Experience working in a community health, public health, or not-for-profit setting. • Lived experience and/or knowledge of hepatitis B, liver cancer, or chronic disease management.
Personal Attributes	• Cultural understanding – Deep understanding of and respect for Chinese community values, culture, and communication styles. • Community trust – Warm, approachable, and able to navigate sensitive conversations with empathy, discretion, and cultural safety

	• Adaptable and resourceful – Able to think on their feet and find solutions when unexpected questions or barriers arise. • Resilience – Able to support people through difficult health conversations and complex situations. • Boundary awareness – Knows when to refer on and understands the limits of the Navigator role.
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HBVA is a child-safe organisation committed to safe and accountable employment practices. All offers of employment are subject to satisfactory completion of the following checks.

Pre-Employment Requirements

Requirement	Details
Working with Children Check	Current Victorian Working with Children Check, or ability to obtain one before starting.
National Police Check	Required prior to commencement.
Driver's Licence	Current Victorian driver's licence (role involves travel across Wyndham and Melton).
Right to Work	Must have the right to work in Australia.

Support and Professional Development

HBVA is committed to supporting the Navigator throughout the project. This includes:

- Regular supervision and check-ins with the HBVA Project Manager.
- Wellbeing support and access to debriefing where needed.
- Opportunities to connect with peer Navigator Networks and relevant professional development activities, where possible.

How to Apply

To apply, please email your CV and a brief cover letter (no more than two pages) addressing the key selection criteria to info@hepbvoices.au

For queries, please email info@hepbvoices.au

Closing date: Sunday 21 June 2026.

HBVA is committed to building a team that reflects the communities we serve. We strongly encourage applications from people with lived experience of hepatitis B and from the Mandarin and Cantonese-speaking communities of Wyndham and Melton.