

Eastern Health

POSITION DESCRIPTION

Position Title:	Intake Counsellor/Advocate
Award Classification:	Psychologist - Grade 2
Award / Agreement Name:	Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Operationally: Manager ECASA Professionally: Director of Psychology

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state-wide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs.



1. POSITION PURPOSE

The Grade 2 Intake Counsellor/Advocate will provide a range of counselling/advocacy services to victim/survivors of recent and past sexual assault and their non-offending support people.

The Grade 2 Intake Counsellor/Advocate is required to provide high quality care to clients through the predominantly autonomous use of proficient clinical skills and effective communication, as well as to develop professional leadership through proactive participation within the service and multi and/ or interdisciplinary teams. The Grade 2 Counsellor/Advocate is also expected to have an advanced level of experience, knowledge and skill in the area of trauma and/or sexual assault and family violence.

The Grade 2 Intake Counsellor/Advocate is expected to initiate and participate in teaching, training, research and quality activities. The Grade 2 Intake Counsellor/Advocate will also be able to represent their discipline as requested by the Manager.

Key Working Relationships and Accountabilities:

The Grade 2 Intake Counsellor/Advocate reports directly to the ECASA Manager for clinical issues and site operational matters (e.g. leave requests, allocations).

All Psychologists are ultimately responsible to the Eastern Health Psychology Manager for their professional performance, with clinical supervision to be provided locally by the Senior Counsellor/Advocate. All psychologists are also required to have discipline specific supervision at a frequency which is consistent with their classification level and employment time fraction. Arrangements for discipline specific supervision are negotiated between the operational manager and the Eastern Health Psychology Manager.

The Grade 2 Intake Counsellor/Advocate will also maintain professional working relationships with many other members of the Health Service and other external service providers including Child Protection, Police, and Family Violence services, Schools, Mental Health Services, Courts and Medical Services

Service Philosophy

The Eastern Centre Against Sexual Assault philosophy is that:

- Sexual assault is a major problem for which the community as a whole must take responsibility.
- Sexual assault can have social, emotional, medical and legal consequences for those directly impacted, their family and significant others.
- At all times, the integrity, autonomy and dignity of sexual assault victim/survivors should be upheld.
- The offender is always responsible.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Overview

The Intake Counsellor/Advocate will provide a range of counselling/advocacy services to people who have experienced recent and past sexual assault and their non-offending support people. This includes:

- Provision of telephone and face to face crisis assessment, counselling and advocacy for victim/survivors of sexual assault.
- Provision of crisis care services for recent victim/survivors.
- Provision of Focused Intervention.
- Provision of specialist support and information regarding victim/survivors rights and options with legal and medical issues.
- Liaison and consultation with other professionals, including Child Protection, Police, Family Violence services, Schools, Mental Health Services, Courts and Medical Services, etc.
- Provision of community education and professional development sessions as appropriate.
- Ensuring confidentiality of all information relating to clients, employees, policies, processes and dealings with ECASA.
- Available to participate (at least **two shifts a month**) in the Crisis Care Unit After-Hours On-Call Roster.

Direct Practice:

- Provide expertise in specialist psychological assessment, initiating appropriate therapies and supportive treatments. Provide psychological secondary consultation to staff members and to other agencies working with victim/survivors of sexual assault.
- Demonstrate a high level of clinical reasoning and advanced casework skills, using a client-centred approach within multi-dimensional assessments, formulating appropriately targeted care plans with realistic achievable goals, identifying a comprehensive range of interventions options, selecting the most appropriate option for implementation.
- Demonstrate autonomous behaviour, independence of thought, awareness of own effectiveness and internalised responsibility.
- Demonstrate flexibility/ responsiveness within professional practice/ duties/ roles in order to meet organizational goals/ priorities.
- Contribute clinical psychology expertise to the team clinical reviews, handovers and case conferences
- Provide information, support and psychological education to clients, non-offending family members and carers and other professionals and agencies.
- Attend and contribute to all relevant meetings of the ECASA Team.
- Actively promote and develop positive relationships within the service, health sector, and community that promote appropriate service delivery and client care.
- Actively seek feedback on professional performance and respond professionally to such feedback.
- Demonstrate high-level organisational skills through efficient time management and professional responsibility including modelling the ability to appropriately prioritise workload and manage multiple competing demands.
- Provide role modelling of appropriate professional behaviours in all areas of practice, including punctuality and appropriate dress.

- Comply with Health Service and Departmental policies and procedures (e.g. annual staff performance review).
- Undertake other duties/responsibilities consistent with employee's skill level and classification.
- Conduct comprehensive assessments of referred patients ensuring communication of significant clinical information to other staff whilst demonstrating high standards of professional practice.
- Establish collaborative working relationships with community agencies, consumer groups and other healthcare professionals.

Service Management:

- Contribute to the development of service programs by actively applying continuous quality improvement principles.
- In consultation with your Manager, ensure the efficient and effective use of resources including setting priorities so those patients with the highest needs are given priority in the provision of psychology services.
- Provide leadership within ECASA in the assessment of current and anticipated future needs and develop opportunities for service improvement.
- Promote appropriate standards of professional psychology practice within the team/department through participation in professional supervision, professional development, and monitoring and continuous quality improvement processes.
- Contribute to and participate in professional development programs.
- Maintain documentation accountability requirements.

Professional Development

- Attend relevant professional development sessions.
- Participate in individual and group supervision.
- Lead/participate in relevant clinical research as appropriate
- Maintain and update psychology professional expertise.
- Attend sector psychology meetings.
- Demonstrate initiative and responsibility for individual professional development.
- Provide education and training to Eastern Health staff and community organisations.

Quality and Organisational Expectations

- Demonstrate high level understanding of quality improvement.
- Contribute to the development, implementation and evaluation of clinical programs.
- Actively contribute to the development and review of service policies, including SAS Vic Standards of Practice.
- Provide regular feedback to the Clinical team on policy and committee involvement.
- Complete all necessary administrative and statistical requirements within the guidelines.
- Complete all documentation according to legislative and service requirements.

Other duties as directed by the Manager.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

10. ATTACHMENTS

Attachment 1	Key Selection Criteria
Attachment 2	Eastern Health/Department/Specialty Information

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- A Masters or Doctorate degree in clinical or counselling psychology.
- Current full registration with the Psychology Board of Australia.
- Endorsement as a Clinical or Counselling Psychologist with the Psychology Board of Australia or eligibility to participate in a registrar program to work towards endorsement having completed a postgraduate qualification in Clinical Psychology.
- Extensive knowledge, experience and ability in the provision of psychological services in a range of clinical settings, including experience in psychological interventions with depression, anxiety, and adjustment issues as well as with more severe mental health and medical presentations.
- Proven ability to provide services to people who have experienced significant trauma including psychological assessment and treatment, case management, crisis intervention and demonstrated skills in engaging especially those persons with complex care needs.
- Demonstrated ability to conduct comprehensive psychological assessments and to formulate and implement appropriate evidence based interventions that are consistent with best practice in clinical psychology.
- Understanding of the nature and impact of sexual assault particularly as it relates to children and young people.
- Possess a sound understanding of DSM-V
- Proven ability and commitment to work collaboratively with patients, significant carers, members of the multidisciplinary team and external agencies.
- Highly developed written, IT and verbal communication skills.
- Demonstrate a capacity to lead and work in a multi-disciplinary team
- Demonstrate a clear understanding of patient/client focussed treatment goals.
- Strong organizational and time management skills
- Effective interpersonal skills, particularly in communication, leadership and conflict management, in order to facilitate team functioning.
- Demonstrate a commitment to maintain up to date clinical knowledge by regular attendance at conferences and workshops or other professional development activities.
- Demonstrated capacity to motivate staff and contribute to the organisational culture.
- Demonstrate a strong commitment to quality improvement and innovation
- A current Victorian Drivers Licence.

Desirable

- Evidence of contributions to his / her profession or field through conference presentations and / or publications.
- Experience in working with:
 - Children, young people & families;
 - People with psychiatric or intellectual disabilities;
 - People from culturally and linguistically diverse communities;
 - People from Aboriginal and Torres Strait Islander communities;
 - Knowledge about relevant health and legal issues.

ATTACHMENT 2

Eastern Health/Department/Specialty Information

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Department / Specialty Area	ECASA
Campus / Physical Location	Main ECASA office is at 17-19 Ware Crescent Ringwood East (over the road from Maroondah Hospital) and Crisis Care Unit adjacent to the Maroondah Hospital Emergency Department. Outreach services are located across the 7 local government areas of the eastern region.

SPECIALTY SPECIFIC INFORMATION

ECASA is part of the Speciality Medicine and Ambulatory Care program within Eastern Health.

ECASA provides counselling and advocacy services to women, men, children and young people who are victim / survivors of recent or past sexual assault. The service is also available to non-offending family members, partners and friends. ECASA is committed to providing a timely response to victim / survivors of sexual assault and is accessible and responsive to the needs of victim / survivors regardless of gender, age, race or culture.

Counselling services are provided from the main Ringwood East location and from outreaches across the eastern region.