

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Intake Counsellor/Advocate
<b>Award Classification:</b>	Social Worker - Grade 2
<b>Award / Agreement Name:</b>	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
<b>Position Reports to:</b>	Operationally: Manager ECASA Professionally: Director of Social Work

### 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. This includes:

- Provision of telephone and/or face to face crisis assessment, counselling/advocacy for victim/survivors of recent sexual assault.
- Provision of crisis care services for recent victim/survivors.
- Focused Intervention counselling.
- Provision of specialist support and information regarding victim/survivors' rights and options with legal and medical issues.
- Information, support and referral.
- 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.

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 Intake Counsellor/Advocate is also expected to have a high level of experience, knowledge and skill in trauma and/or sexual assault and family violence.

The Grade 2 Counsellor/Advocate is expected to initiate and participate in teaching, training, research and quality activities. The Grade 2 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 Social Workers are ultimately responsible to the Director Social Work, Allied Health Associate Program Director Women and Children ASC for their professional performance, with clinical supervision to be provided locally by the Senior Counsellor/Advocate.

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 Sexual Assault Crisis Line, Child Protection, Police, Victorian Institute of Forensic Medicine, 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 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 perpetrator of the violence is always responsible.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

### *Appropriateness of social work assessment, intervention and outcomes*

- Demonstrate high level professional competencies in undertaking multi-dimensional comprehensive psychosocial assessments, clinical reasoning, and formulating appropriately targeted counselling plans with realistic/achievable goals and providing proficient interventions for clients (regarding context and time constraints), using a client-centred approach.
- Demonstrate understanding of, and sensitivity to, ethical and multicultural issues.

### *Knowledge, skills and resources of the social worker*

- Demonstrate autonomous behaviour, independence of thought, awareness of own effectiveness and internalised responsibility.
- Demonstrate flexibility/responsiveness within professional practice/duties/roles to meet organisational goals/priorities.
- Demonstrate an understanding of relevant community resources and systems.
- Demonstrate a high level of knowledge and skill in trauma and/or sexual assault and family violence.
- Demonstrate a comprehensive understanding of relevant social work theory and its relationship to clinical practice.
- Demonstrate knowledge and utilisation (where possible) of appropriate standardised social work processes and outcome measures.
- Demonstrate a developing awareness/understanding of contextual State or Commonwealth governmental programs/initiatives and their potential impacts on service provision.
- Demonstrate knowledge of professional bodies associated with area of clinical practice and professional group.
- Demonstrate proficient communication with sound verbal, non-verbal and written skills within the service, multi and/ or inter-disciplinary team, organisation, and with external agencies.
- Demonstrate proficient conflict resolution and negotiation skills and a willingness to seek appropriate support/assistance as required.
- Demonstrate a willingness to seek clarification, or support, with clinical duties as needed.
- Participate in, or lead, group-work approaches as appropriate.

### *Client involvement*

- Demonstrate a commitment to client-centred practice (e.g. involve clients/carers/external providers in decision-making and advocate on their behalf as necessary) and provide specialised education and/ or information to clients/ carers appropriate to their needs.
- Understand the commitment of Eastern Health to consumer participation and accordingly promote active links with consumer groups.

### *Multi and/ or inter-disciplinary work environments*

- Actively participate in a co-ordinated team approach to client care
- Actively promote and develop positive relationships within the service, sector, and community that promote appropriate service delivery and client care.
- Effectively participate and contribute within meetings (e.g. Clinical and Team meetings, and other relevant professional meetings).
- Effectively promote an understanding of the professional social work role within the organisation.
- Provide high-level consultation and liaison to other professional organisational staff, including secondary consultation and training to other professionals working with victim/survivors of sexual assault.
- Demonstrate appropriate and effective communication skills with the multi/interdisciplinary team in both formal and informal settings.
- Demonstrate appropriate and effective communication skills with patients / clients, carers and community agencies.

### Supervision

- Actively participate in a minimum of monthly supervision by a qualified social worker of at least grade 3 standing as outlined in Social Work Department protocols/policies.
- Seek out and utilise informal consultation opportunities as required.
- Develop (and autonomously pursue) own learning plan in conjunction with supervisor.
- Respond appropriately/professionally to feedback on performance.
- Acknowledge limitations of professional knowledge and experience, and seek assistance as required.

### Recording and record keeping

- Complete departmental documentation/statistical (IRIS) input promptly and fully (as required).
- Maintain confidential and accurate files and records and provide reports, including for the Victims of Crime Assistance Tribunal and other relevant bodies, as required.

### Referral/termination/interruption of service

- Effectively identify client(s) needs for ongoing or external assistance and refer on as appropriate.

## **Service Management:**

### **Indicators**

- Demonstrate high-level organisational skills through efficient time management and professional responsibility including the ability to appropriately prioritise workload.
- Meeting targets as required by the Department of Health and Human Services.
- Demonstrate efficient and effective use of resources.
- Demonstrate a willingness to assist the Manager and Senior Counsellor/Advocates in the day-to-day management and effective functioning of the service (e.g. assist in the orientation of new staff; professional mentoring/support of less experienced staff).
- Demonstrate appropriate professional behaviours in all areas of practice, including punctuality and appropriate dress.

- Comply with Eastern Health Social Work policies and procedures (e.g. annual 'Achieve' conversation).
- Demonstrate a capacity and willingness to accept referrals of higher complexity (where indicated).
- Demonstrate willingness to assume extra responsibilities/duties consistent with employee's skill level and classification (e.g. leading/overseeing a sub-program or special interest group), by negotiation or as required.
- Contribute to service quality initiatives.
- Display strong representation of ECASA, and/or Social Work as part of working parties, committees and internal and external meetings/forums.
- Recognise, support and be involved in changes in work processes.

### **Organisational Development and System Change:**

- Identify potential service gaps and develop remedial strategies in consultation with ECASA Manager and Senior Counsellor/Advocates.
- Demonstrate a contribution to the development, implementation and evaluation of clinical programs.
- Conduct self in a manner that will not endanger self or others.
- Follow Eastern Health's Occupational Health and Safety policies and procedures.
- Report any unsafe work practices, hazards, near miss incidents and accidents.
- Maintain an awareness of the Occupational Health and Safety Act 1985 and the Accident Compensation (Work Cover) Act 1992.
- Contribute to safety awareness and promotion by contributing ideas and suggestions.
- Maintain knowledge and practice of infection control / hygiene precautions and Eastern Health infection control policies and procedures.

### **Policy:**

- Demonstrate an understanding of relevant legislation and relevance to professional practice/decision-making.
- Contribute to the development of new policies and procedures (as needed).
- Actively contribute to the development and review of service policies, including the CASA Forum Standards of Practice.
- Demonstrate a clear understanding of the public health system and the role /responsibility of Eastern Health within this system.
- Identify and participate in and, where appropriate, lead multi and/ or interdisciplinary / departmental quality activities and undertake other relevant projects as instructed.
- Demonstrate sound knowledge of discipline specific policies and procedures and, where appropriate and directed, develop or review these policies and procedures.
- Consistently apply Eastern Health policies and clinical procedures/guidelines in their practice.

### **Research:**

- Participate in quality activities and research/evaluation activities relating to clinical work.
- Demonstrate an understanding of the principles of evidence-based practice and their applicability to the workplace.
- Comply with Eastern Health Quality Management policies and procedures.

### **Education and Professional Development:**

- Demonstrate initiative and responsibility for individual professional development.
- Actively seek out appropriate learning opportunities and maintain ongoing professional learning through participation in internal and external continuing education as identified within supervision plan
- Maintain a record of Continuing Professional Development as part of the annual re-credentialing requirement.
- Provide Social Work student supervision (or co-supervision), as required.
- Present (or co-present) at seminars, workshops, and conferences as requested by the Manager.
- Actively participate in staff meetings and in-services.
- Model a strong commitment to professional development, ensure currency of clinical knowledge and actively integrate new learning into clinical practice.
- Support a learning culture within ECASA.
- Consider opportunities for and participate in evaluation of clinical practice.

### **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 based on 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 ongoing 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](mailto: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

<b>Position Title:</b>	Intake Counsellor/Advocate
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#### Essential

- An Australian Association of Social Work (AASW) accredited Bachelor Degree or entry level Master Degree of Social Work that provides eligibility for membership of the AASW.
- Previous experience in providing counselling and support to people who have experienced Family Violence and/or Sexual Assault.
- A sound understanding of Trauma and current evidence-based approaches.
- Understanding of Feminist and empowerment models of intervention.
- Understanding of the factors that contribute to sexual assault for children and young people.
- Understanding of the impact of sexual assault on adults and children and young people.
- Demonstrated assessment skills and crisis intervention experience.
- Demonstrated advocacy skills.
- Experience in working with interpreters.
- Demonstrated ability to work competently and autonomously in challenging situations.
- Demonstrated ability to work collaboratively in an interdisciplinary environment.
- Efficient administrative and organisational skills.
- Computer literacy, including in Microsoft Office Applications.
- Current driver's licence.
- Police check and Working with Children check.
- Current Continuous Professional Development (CPD) requirements in line with AASW CPD standards.

#### Desirable

- 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.
- Experience in providing professional education sessions/workshops.

## ATTACHMENT 2

### Eastern Health/Department/Specialty Information

<b>Position Title:</b>	Intake Counsellor/Advocate
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<b>Department / Specialty Area</b>	ECASA
<b>Campus / Physical Location</b>	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.