

Eastern Health

POSITION DESCRIPTION

Position Title:	Senior Counsellor/Advocate
Award Classification:	Social Worker Grade 3
Award / Agreement Name:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Position Reports to:	Professional: Director of Social Work Operational: ECASA Manager

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. BACKGROUND

The Eastern Centre Against Sexual Assault (ECASA) is part of the Women and Children 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 to supporting and empowering victim survivors of all cultural backgrounds, abilities, ages, faiths, genders, bodies, and sexualities.

ECASA understands sexual assault from a victim's rights-based and trauma-informed approach:

- Sexual assault can happen to anyone.
- Sexual assault is a major problem for which the community must take responsibility.
- Sexual assault can have social, emotional, medical, legal and financial consequences for victim/survivors, their family and significant others.
- At all times, victim/survivors have the right to be heard and believed and for their integrity, autonomy and dignity to be upheld.
- The offender is always responsible.

2. POSITION PURPOSE

The Grade 3 Senior Counsellor/Advocate is required to provide high quality care to clients and families through the autonomous use of expert clinical skills, highly effective communication, and to provide professional leadership within ECASA and the broader organisation. The Grade 3 is a member of the ECASA leadership team and contributes to the strategic direction of the agency, along with holding portfolio and quality improvement responsibilities.

This position requires an advanced level of experience, knowledge and skill in the area of trauma and/or sexual assault with advanced clinical and professional expertise, managerial and leadership skills to enable them to provide high-level consultation on both professional and ECASA specific issues within the organisation and the broader community, to ensure the promotion of social work professional values and high standards of social work service provision.

This position will also be responsible for ensuring that Eastern Health Social Work policies and processes are implemented fully within the multi-disciplinary team as directed by the Director of Social Work and Manager of ECASA.

The Grade 3 Counsellor/Advocate is expected to initiate and participate in teaching, training, research and quality activities. They will also be able to represent their discipline as requested by the Manager.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Demonstrate a high-level of clinical reasoning and advanced skills in the provision of counselling/advocacy services to people who have experienced recent and past sexual assault and their non-offending support people. This includes individual and group work modalities;
- Provision of specialist support and information regarding victim/survivors' rights and options with legal and medical issues;
- Provision of supervision to Grade 2 Counsellor/Advocates and clinical leadership and consultation, to ensure the delivery of evidence-based practice and high-quality care to clients;
- Provision and/or leadership of intake and crisis care services for recent victim/survivors;
- Provision of community education and professional development;
- Provision of leadership in community engagement and group work governance;
- Participation in the Crisis Care Unit After-Hours On-Call Roster and clinical leadership in this area;

- Operational supervision including rostering, attendance management, recruitment, Performance management and staff development programs;
- Active involvement in quality improvement and ensuring that ECASA is meeting Accreditation obligations;
- Demonstrate experience in working with clients in a sexual assault/family violence setting.
- Demonstrate high-level understanding of, and sensitivity to, ethical and intersectional issues.

Knowledge, skills and resources of the social worker

- Demonstrate a high-level of 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 a comprehensive understanding of, and commitment to, the principles of trauma frameworks and modalities.
- Demonstrate a high-level understanding of relevant community resources and systems.
- Demonstrate a comprehensive understanding of relevant social work theory and its relationship to clinical practice.
- Demonstrate critical reflection within professional practice, a capability in creating practice theory, and acting as an appropriate change agent.
- Demonstrate high-level knowledge and utilisation (where possible) of appropriate standardised social work processes and outcome measures.
- Demonstrate an awareness/understanding of contextual State or Commonwealth governmental programs/initiatives and their potential impacts on service provision.
- Demonstrate a comprehensive understanding of relevant legislation.
- Provide high-level policy advice to the Social Work Director on specialist matters relating to clinical practice.
- Demonstrate comprehensive knowledge of professional bodies associated with area of clinical practice and professional group.
- Demonstrate expert communication with high-level verbal, non-verbal and written skills within the social work service, multi-disciplinary team, organisation, and with external agencies.
- Demonstrate high-level conflict resolution and negotiation skills.
- Demonstrate a willingness to seek appropriate clarification, support/assistance as required.
- Provide leadership within group-work approaches as appropriate.

Multidisciplinary and Interdisciplinary work environments

- Promote effective social work service provision and professional relationships within the Health Service through active liaison with managers, medical, nursing, allied health, and other ward/unit staff.
- Effectively promote an understanding of the professional social work role within the organisation.
- Provide expert consultation and liaison to social work and other professional organisational staff.
- Actively participate and provide leadership within, a coordinated team approach to client care.
- Demonstrates the capacity to liaise with internal and external peers, stakeholders and clients.
- Provide expert consultation and liaison to other professional organisational staff.
- Demonstrate commitment to promoting collegial practice and cohesive team functioning.
- Demonstrate advanced teamwork, negotiation, and organizational skills to ensure a positive collaborative working relationship with the Eastern Health Senior Social Work Management Team.
- Demonstrate an expert understanding of an interdisciplinary model of practice, including generic assessment and intervention skills.

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.
- Demonstrate leadership in the organization's client-centred model of care.
- Understand the commitment of the Health Service to consumer participation and accordingly promote active links with consumer groups.

Supervision

- Actively participate in regular supervision.
- Develop (and autonomously pursue) own learning plan in conjunction with the ECASA Manager.
- Actively seek feedback on professional performance and respond appropriately/professionally to such feedback.
- Acknowledge limitations of professional knowledge and experience and seek assistance as required.
- Provide high-level professional clinical supervision and consultation to social work staff (formal and informal).

4. 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 Compensations (WIRC) Act 2013.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10.

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.

11. ATTACHMENTS

- Attachment 1 Key Selection Criteria

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

<p>INCUMBENT STATEMENT</p> <p>I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.</p> <p>Signed: _____</p> <p>Date: ___/___/___</p>	
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ATTACHMENT 1

KEY SELECTION CRITERIA

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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.
- Advanced social work, leadership and management skills as evidenced by seven or more years post-qualifying professional experience.
- Evidence of current CPE, as per AASW requirements.

- Comprehensive understanding of the factors that contribute to sexual assault in our community, the impacts, and barriers to seeking help.
- Previous Sexual Assault and Family Violence experience and understanding of the key principles of trauma-informed practice.
- Understanding of Feminist and empowerment models of intervention.
- Understanding of the impact of sexual assault on adults and children and young people.
- Demonstrates Clinical expertise related to trauma and current evidence-based modalities.
- Demonstrates the ability to undertake risk management across the continuum of care.
- Effective interpersonal skills, particularly in communication, leadership and conflict management, to facilitate team functioning.
- Capacity to work skillfully and creatively in an environment of competing values and demands.
- Demonstrate a proactive approach and change management skills.
- Demonstrated high-level skills in supervising and teaching social workers, social work students, and others.
- Strong conceptual skills to provide high-level advice to the Social Work Manager and Allied Health Program manager on program, practice and policy matters.
- Computer literacy.
- Current Continuous Professional Development (CPD) requirements in line with AASW CPD standards.
- A current Victorian driver's licence.
- Police Check and Working with Children Check.

Desirable

- Understanding Eastern Health organizational systems and the ability to identify and address systemic issues faced by clients and act on them appropriately.
- Experience working with:
 - intake and crisis response models
 - working with children and young people
 - People from culturally and linguistically diverse communities
 - People from Aboriginal and Torres Strait Islander communities
 - Community Engagement
 - Group Work – framework design, facilitation and evaluation
- Evidence of involvement in, and understanding of, principles of research and/or evaluation.
- Relevant postgraduate qualifications, or commencement thereof, in Social Work or health field.

Personal Attributes

- **Teamwork:** co-operate and work well with others in the pursuit of team goals, share information, support others, show consideration, concern and respect for others' feelings and ideas.
- **Commitment:** be enthusiastic and committed; demonstrate the capacity for sustained effort and hard work. Set high standards for performance.
- **Initiative:** Be proactive and self-starting. Seize opportunities and act upon them. Originate action and actively influence events. Demonstrated time management capabilities and ability to work to a deadline.
- **Communicates with influence:** Actively listens to ensure views and information are properly exchanged. Checks with others to ensure their views have been accurately represented. Creates opportunities to listen to those whose input can add value.

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