

Position Title: CASA Intake Counsellor/Advocate – Social worker Grade 1

Campus: Ballarat

Directorate: Allied Health and Ambulatory Care

Department: Ballarat Centre Against Sexual Assault

Reporting to: Director Allied Health and Ambulatory Care

Direct Reports: Operations Director Ballarat Centre Against Sexual Assault

Appointment Terms/Conditions:

Classification and Code: *Social Work Grade 1, Year 2 – Year 5, depending on years of experience (SC13 – SC16).*

Enterprise Agreement: *Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement.*

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The role of the Intake Counsellor/Advocate is to provide intake support and counselling to women, men and children who have experienced sexual assault, their non-offending family members and friends. The role includes assessment and triage, brief therapeutic intervention, groupwork, community education and project work.

The role also provides intake, referral and brief therapeutic support to young people between 10 and 18 who display sexually abusive behaviours and children under 10 with problem sexual behaviours and their parents/caregivers. The Intake Counsellor/Advocate will be part of an Intake team who manage incoming requests for support at Ballarat CASA.

KEY ACCOUNTABILITIES

1. CONTINUUM OF CARE

Grade 1 CASA Counsellor/Advocates will:

- 1.1 Provide intake services, short-term and/or single-session counselling, advocacy, support, groupwork and information services to victim/survivors of sexual assault according to the Victorian Sexual Assault Services Standards of Practice and Ballarat CASA policies, throughout the Central Highlands sub-region; also provide therapeutic treatment to children with problem sexual behaviours and young people with sexually abusive behaviours.
- 1.2 85% time will be spent in client attributable activity as evidenced by analysis of workload statistics. The remainder of the time will be spent engaging in community education tasks, portfolio-related activities, and contribution to the review and development of intake processes and procedures.
- 1.3 Provide on-call crisis care to victim/survivors of sexual assault as participants in CASA's duty and after-hours roster;
- 1.4 Facilitate the smooth progress of victim/survivors into and through the service, using social work processes of engagement, assessment, planning and negotiating change, intervention, evaluation and closure, in conjunction with victim/survivors and their non-offending family members and friends;
- 1.5 Make relevant and appropriate linkages with and referrals to other Grampians Health programs and community agencies to ensure continuity of care for victim/survivors;
- 1.6 Actively participate in improving access to the service for victim/survivors by offering extended hours appointments, home visits, rural outreach and culturally sensitive services where appropriate.

2. LEADERSHIP AND MANAGEMENT

Planning and Policy

Grade 1 CASA Counsellor/Advocates will:

- 2.1 Actively participate in staff meetings where agency priorities are regularly reviewed
- 2.2 Actively participate in staff planning days.
- 2.3 Actively participate in the portfolio system where staff pursue areas of interest and report regularly on progress at staff meetings.

FINANCE

Grade 1 CASA Counsellor/Advocates will:

- 2.4 Be aware of budgetary restrictions and ensure that resources are used efficiently
- 2.5 Contribute to discussions pertaining to resource allocation and participate in revenue raising strategies.

COMMUNICATION

Grade 1 CASA Counsellor/Advocates will:

- 2.6 Participate in regular weekly (first 12 months as required) to fortnightly formal supervision with a senior counsellor/advocate
- 2.7 Participate in group supervision and case consultation regularly at staff meetings, with a commitment to presenting client or project profiles to the staff team at least once every twelve months;
- 2.8 Represent Ballarat CASA at forums within Grampians Health and with outside agencies according to portfolio areas of interest and specialised practice areas or as requested by the Director or senior counsellor/advocate;
- 2.9 Contribute to the development and maintenance of protocols and procedures with other agencies to ensure better service for clients;
- 2.10 Use standard and agreed communication procedures with outside agencies such as acknowledgment letters to referring agencies, follow-up letters to clients on the waiting list etc;
- 2.11 Contribute to Grampians Health and CASA publications as appropriate.

PROFESSIONAL DEVELOPMENT

Grade 1 CASA Counsellor/Advocates will:

- 2.13 Monitor developments in the field through reviewing relevant literature and recent research and presenting topics of interest at staff meetings;
- 2.14 Maintain active membership in professional associations and interest groups as well as supporting activities and programs at a national, state and local level;
- 2.15 Maintain a personal professional development program to enhance practice;
- 2.16 Participate in CASA and Ballarat Health Service training programs, as well as external educational programs, and report back to the staff team.

CLINICAL EXCELLENCE

CASA Counsellor/Advocates will:

- 2.17 Contribute to the development of practice standards and the enhancement of CASA's services to clients through pursuing client and agency feedback, reflective practice, reviewing policies and procedures and supervision;
- 2.18 Undertake research and quality improvement activities with the support of Grade 2 Counsellor/Advocates

3. HUMAN RESOURCES

STAFFING

Grade 1 CASA Counsellor/Advocates will:

- 3.1 Participate in orientation and induction programs for new staff;
- 3.2 Be familiar with relevant organisational policies and procedures.

EDUCATION

Grade 1 CASA Counsellor/Advocates will participate in the professional development and education of:

- 3.3 Staff of the Centre by:
 - 3.3.1 Taking opportunities to present educational issues at staff meetings;
 - 3.3.2 Participating in orientation and induction for new CASA staff.
- 3.4 Other Grampians Health personnel by:
 - 3.4.1 Participating in planning and providing education for other Grampians Health personnel;
- 3.5 Providing an introduction to CASA for staff joining the organisation by:
 - 3.5.1 Participating in Grampians Heal orientation programs.

4. INFORMATION MANAGEMENT

Grade 1 CASA Counsellor/Advocates will:

- 4.1 Complete client statistics within the required timeframe to meet Department of Human Services reporting standards;
- 4.2 Meet documentation standards as evidenced in clinical record audits.
- 4.3 You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

5. SAFE PRACTICE

Grade 1 CASA Counsellor/Advocate will:

- 5.1 Carry out work duties in a safe manner by adhering to BHS Occupational Health and Safety Policies, Regulations and agreed safe work procedures, and report immediately any potential hazards and/or incident occurring in the workplace.
- 5.2 Adhere to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- 5.3 Be responsible for workplace safety;

- 5.4 Be familiar with BHS policies on fire safety, infection control and emergency procedures;
- 5.5 Follow CASA policies and procedures in relation to violent and potentially violent situations with clients or visitors to the Centre;
- 5.6 Report concerns about safety to the Manager.

6. Governance and Risk Management

The Grade 1 Social Worker -AHP - will demonstrate:

- 6.1 Compliance with all BHS Policies and Procedures.
- 6.2 Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
- 6.3 Participation in the BHS integrated risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- 6.4 That the affairs of Grampians Health its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- 6.5 Recognition and respect of diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst GH employees.
- 6.6 GH is committed to a patient/client centred approach in the provision of health care and services, consistent with the GH values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

KEY SELECTION CRITERIA

- A Degree in Social Work and eligibility for membership of the Australian Association of Social Workers or equivalent degree.
- Knowledge and understanding of issues surrounding sexual assault, its incidence and prevalence and effects on victim/survivors.
- Knowledge and understanding of crisis intervention and single-session interventions.
- Ability to work as a member of a small team.
- Knowledge of Mandatory Reporting requirements, Child Safety Standards and the Family Violence Multi-Agency Risk Assessment and Management Framework.
- Excellent verbal and written communication skills.
- Skills in intake, counselling, groupwork, community development and community education.
- Ability to recognize and deal with work-related stress.
- Basic computer skills such as word processing.
- A current Victorian driver's licence.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.