

**Position Title:** CASA Intake Counsellor Advocate

**Campus:** Ballarat

**Directorate:** Allied Health

**Department:** Centre Against Sexual Assault (CASA)

**Reporting to:** Operations Director, CASA

### Appointment Terms/Conditions:

**Classification and Code:** Social Work Grade 1 - 2, Year 1 to Year 4, depending on years of experience (SC13 – SC24).

**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](http://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.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<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**

Provide clients throughout the Central Highlands region with a seamless entry into the service through the provision of intake and assessment services; brief intervention counselling, advocacy, support, groupwork and information services in accordance with DFFH Quality Standards, Victorian CASA Forum Standards of Practice and Ballarat CASA policies.

## **KEY ACCOUNTABILITIES**

### **1. CONTINUUM OF CARE**

CASA Intake Counsellor/Advocates will:

- 1.1 Provide of intake services; short-term counselling, advocacy, support, groupwork and information services to victim/survivors of sexual assault according to the Victorian CASA forum Standards of Practice and Ballarat CASA policies, throughout the Central Highlands sub-region
- 1.2 Participate in daily intake handover meetings and triaging of referrals.
- 1.3 Provide an on-call crisis care to victim/survivors of sexual assault as participants in CASA's business hours duty and participate in the after-hours crisis care rosters
- 1.4 Facilitate the smooth progress of victim/survivors and young people through the service, using social work processes of engagement, assessment, counselling, 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 Monitor service needs in relation to client allocation, workloads, waiting lists and priority client groups and contribute to agency policy development on these issues;
- 1.7 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.
- 1.8 Contribute to service planning and improvement; delivery of community education programs where agreed upon.

### **2. LEADERSHIP & MANAGEMENT**

#### **PLANNING AND POLICY**

CASA Intake Counsellor/Advocates will:

- 2.1 Actively participate in weekly allocation and staff meetings where agency priorities are regularly reviewed;
- 2.2 Actively participate in annual staff planning sessions;

- 2.3 Actively participate in the portfolio system where staff pursue areas of interest and report regularly on progress at staff meetings.

## **FINANCE**

CASA Intake Counsellor/Advocate 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**

CASA Intake Counsellor/Advocates will:

- 2.6 Participate in regular fortnightly to monthly (depending on contracted hours and experience) 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 twice 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.
- 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 under the Family Violence Information Sharing Scheme
- 2.11 Contribute to Grampians Health and CASA publications as appropriate.

## **PROFESSIONAL DEVELOPMENT**

CASA Counsellor/Advocates will:

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

## **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 a view to publication in CASA and GH publications and/or in a refereed journal and/or presentation at conferences or seminars.

### **3. HUMAN RESOURCES**

#### **STAFFING**

- 3.1 Participate in discussions about staffing levels, areas of responsibility, division of tasks, and determination of key selection criteria;
- 3.2 Participate in orientation and induction programs for new staff;
- 3.3 Assist the Director in staff selection processes as required.

#### **EDUCATION**

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

- 3.4 Staff of the Centre by:
- 3.4.1 Participating in developing an annual professional development plan for the Centre;
  - 3.4.2 Identifying and reporting opportunities for CASA staff to initiate or participate in education and research projects;
  - 3.4.3 Taking opportunities to present educational issues at staff meetings;
  - 3.4.4 Participating in orientation and induction for new CASA staff.
  - 3.4.5 Provide professional supervision to junior staff
- 3.5 Students on placement by:
- 3.5.1 Providing professional supervision for Social Work and Welfare students on placement;
  - 3.5.2 Providing opportunities for students on placement to observe practice and engage in discussions about their observations.
- 3.6 Other GH personnel by:
- 3.6.1 Participating in planning and providing education for other GH personnel;
  - 3.6.2 Providing an introduction to CASA for staff joining the organisation by participating in GH orientation programs.

### **4. INFORMATION MANAGEMENT**

CASA Counsellor/Advocates will:

- 4.1 Complete client statistics within the required timeframe to meet DFFH reporting standards;
- 4.2 Meet documentation standards as evidenced in clinical record audits.
- 4.3 Participate in analysing statistical data to discern trends and service gaps.

- 4.4 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.
- 4.5 Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

## **5. SAFE PRACTICE**

CASA Counsellor/Advocates will:

- 5.1 Must carry out work duties in a safe manner by adhering to GH 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.

## **6. PERFORMANCE IMPROVEMENT**

CASA Counsellor/Advocates will:

- 5.3 Participate in reviewing work practices and systems;
- 5.4 Participate in evaluation of the service;
- 5.5 Participate in performance review of their work and the service;
- 5.6 Be responsible for improving the service by pursuing special projects and areas of interest each year;
- 5.7 Participate in GH quality assurance and improvement activities as required.

## **7. Governance and Risk Management**

Counsellor/Advocates will demonstrate:

- 7.1 Compliance with all GH Policies and Procedures.
- 7.2 Adherence to infection control policies and procedures as identified in the Grampians Health Services Infection Control Manuals.
- 7.3 Participation in the GH 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.
- 7.4 That the affairs of Grampians Health Services, 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 Services.
- 7.5 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.

- 7.6 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**

### **Qualifications**

- A Degree in Social Work, with eligibility for membership of the Australian Association of Social Workers or equivalent

### **Technical/Professional Knowledge and Skills**

- Minimum of 2 years' experience in monitoring program performance, intake work, counselling, casework or case management.
- Knowledge and understanding of issues surrounding sexual assault and the short- and long-term effects on victim/survivors.
- Demonstrated ability to work effectively across the CASA target group.
- Demonstrated skills in groupwork, community development and community education.
- Knowledge of Victorian Mandatory Reporting requirements, Child Safety Standards and MARAM.
- Basic computer skills such as word processing, data entry requirements, case records management and report writing.

### **Work Environment**

- Ability to work as a member of a team through division of tasks and the ability to collaborate well for optimal client outcomes

### **Personal attributes**

- Demonstrated ability to accept responsibility and work with limited direction; and the ability to monitor, evaluate and modify own performance.

## **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.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- 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 by 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.