

## Goulburn Valley Health Position Description



<b>Position Title:</b>	Counsellor Advocate
<b>Operationally reports to:</b>	Senior Counsellor – GV Centre Against Sexual Assault
<b>Professionally reports to:</b>	Divisional Director Allied Health & Ambulatory Care or Chief Nurse and Midwifery Officer or Senior Clinical Psychologist, dependant on classification
<b>Department:</b>	Trauma Informed Services - GV CASA
<b>Directorate:</b>	Community Care
<b>Cost centre:</b>	M4008
<b>Code &amp; classification:</b>	Social Worker Grade 2 (SC21-SC24), Psychologist Grade 2 (PK1-PK4), Registered Psychiatric Nurse Grade 3 (NP81-NP83), Occupational Therapist Grade 2 (VF6-VF9)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016 – 2020 and its successors or Victorian Public Mental Health Services Enterprise Agreement 2016-2020 or Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Enterprise Agreement 2017-2021 and its successors and GV Health Policies and Procedures (and as varied from time to time).

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2019-23* provides the direction for GV Health with key elements summarised below.

### OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

### OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

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|  <b>Compassion</b> <ul style="list-style-type: none"> <li>We treat others with kindness and respect;</li> <li>Our deep connection to the community enhances our care for patients;</li> <li>We support the whole patient journey;</li> <li>We are understanding of each other.</li> </ul> |  <b>Respect</b> <ul style="list-style-type: none"> <li>We respect the patient's voice and their choices;</li> <li>We celebrate diversity and are proud of multiculturalism;</li> <li>We respect differences of opinions;</li> <li>We respect the input of different disciplines and areas of expertise.</li> </ul> |  <b>Excellence</b> <ul style="list-style-type: none"> <li>We are encouraged to grow professionally and personally;</li> <li>We are leaders in what we do;</li> <li>We invite feedback and are always striving to do better;</li> <li>We connect patients to further care and information.</li> </ul>   |
|  <b>Accountability</b> <ul style="list-style-type: none"> <li>We are responsible for our actions;</li> <li>We are courageous in our decision making and grow from our mistakes;</li> <li>We deliver what we promise;</li> <li>We don't compromise on our standards.</li> </ul>            |  <b>Teamwork</b> <ul style="list-style-type: none"> <li>We are a multi-skilled workforce and we pool our resources together;</li> <li>We mentor and support one another;</li> <li>We take a collaborative approach to care;</li> <li>We are approachable.</li> </ul>   |  <b>Ethical behaviour</b> <ul style="list-style-type: none"> <li>We hold ourselves to high standards;</li> <li>We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;</li> <li>We value and respect our patient's privacy and trust;</li> <li>We stand up against unsafe practice.</li> </ul> |

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2019-23* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

### ROLE STATEMENT:

Goulburn Valley Centre Against Sexual Assault (GV CASA) is one of 15 CASA's that operate throughout Victoria. Together we work to ensure that women, children and men who are victims/survivors of sexual assault have access to comprehensive and timely support and interventions to address their needs. GV CASA provides a range of services including counselling, group work, advocacy, secondary consultation, training for other professionals and community education. GV CASA's main office is located in Shepparton and the centre also provides outreach services throughout the West Hume Region.

The GV CASA Counsellor Advocate works within a trauma informed practice framework and provides a range of therapeutic, counselling and advocacy services to victim/survivors of sexual assault, their families and significant other people. The provision of community education and professional training on sexual assault and anti-violence is also a key component of this role.

This position, amongst others, is responsible for promoting GV Health and GV CASA as a quality regional health service provider.

### KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Provision of professional, high quality face to face and telephone crisis counselling/advocacy, and short to medium term and longer term counselling/advocacy.
- Provision of crisis care services for recent victims/survivors (this may include, by negotiation, after hours on call work).
- Provision of duty/intake services.
- Provision of specialist support and information regarding victims/survivors rights and options with legal and medical issues.
- Information, support and referral for community members.
- Development and implementation of group programs.
- Liaison and consultation with other professionals, including Child Protection workers, Police, Mental Health services, Courts and Medical services.
- Community Education.
- Training of other professionals.
- Maintain up to date knowledge of issues relating to sexual assault and trauma
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

#### 1. Provide quality and safe clinical care for consumers

- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure



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- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards
- Ensure an effective discharge from services that reflects the needs of the consumer.

## **2. Develop and maintain collaborative relationships with all disciplines**

- Collaborate and communicate with all members of the care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer care goals.

## **3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes**

- Maintain current knowledge of clinical practice
- Maintain knowledge of contemporary trauma-informed practice, and changes in regard to statutory requirements, government frameworks and initiatives.
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

## **4. Commit to ongoing professional development of self, other employees and the profession**

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health
- Undertake credentialing and review of scope of practice and work within these
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Support the development of others by acting as a resource to colleagues and participating in orientation and precepting of new employees and supervising students

## **QUALITY, SAFETY, RISK and IMPROVEMENT**

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

## **OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:**

- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities



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- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Comply with the principles of Patient and Family Centred Care, and Trauma Informed Practice Service Delivery
- Promote GV Health as a quality regional health care provider

## KEY PERFORMANCE INDICATORS:

- Registration is maintained and working within scope of practice
- Attendance and active participation at meetings as required
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework
- Participate in individual supervision and professional development activities
- Active participation in the Performance and Development review process
- Completion of one Quality Improvement Activity per year.
- Participation in telephone duty roster during business hours.

## Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

## KEY SELECTION CRITERIA:

### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Current registration with the Australian Health Practitioner Regulation Agency as required and/or membership or eligibility for membership with relevant professional body e.g. AASW or APA
- A tertiary qualification in Social Work, Psychology, Registered Psychiatric Nurse, Counselling, or other relevant profession. Nurses must have a post-graduate qualification or equivalent in mental health.
- Demonstrated understanding of trauma informed therapy, and of what practicing in a trauma informed environment means.
- A minimum of 4 years' experience supporting victims/survivors of sexual assault and/or other forms of trauma or violence.
- Clinical skills, experience and/or interest in:
  - Counselling and crisis intervention with individuals and families;
  - Development and facilitation of groups;
  - Provision of community education and training.
- Excellent communication, decision making, advocacy and negotiation skills.
- Demonstrated ability to maintain accurate and confidential records and prepare professional reports.
- Understanding and knowledge of the issues surrounding sexual assault and its impact on



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victims/survivors

- Demonstrated ability to work competently and autonomously in challenging situations.
- Ability to work within a team, with a range of professionals and people within the community.
- Computer literacy, with experience using Microsoft suite of applications.
- Cultural awareness and previous experience working with differences in culture, religion and sexual orientation.
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.



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## Desirable

- Post graduate qualifications in related field or working towards same

## Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"><li>▪ manual handling ( pushing, pulling equipment)</li><li>▪ general consumer handling and clinical duties</li><li>▪ sitting, standing, bending, reaching, holding</li><li>▪ pushing pulling trolleys and equipment</li><li>▪ working alone</li><li>▪ general clerical, administration work, computer work</li><li>▪ use of personal protective equipment and handling</li><li>▪ operating equipment</li><li>▪ handling general and infectious waste</li><li>▪ participating in shift work and on-call</li></ul>	<ul style="list-style-type: none"><li>▪ Exposure to substances and hazardous materials</li><li>▪ working at other locations may be required</li><li>▪ dealing with anxious or upset consumers or members of the public</li><li>▪ driving a motor vehicle</li></ul>

Reviewed by	Manager, Trauma Informed Services
Issued	September 2019
Reviewed	September 2020



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I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_

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\_\_\_\_\_  
(Print Name)



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