

# PENINSULA HEALTH

## POSITION DESCRIPTION

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**Position Title:** Safety and Support Hub Practitioner

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**Cluster:** Operations

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**Location:** A Bayside Peninsula Orange Door site, but may be required to work across other Bayside Peninsula Orange Door sites. or Peninsula Health Sites.

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**Agreement:** Health Professionals Award

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**Hours:** As per contract

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**Operationally Reports to:** Team Leader, Safety and Support Hub

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**Professionally Reports to:** Team Leader, Safety and Support Hub

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## OVERVIEW OF PENINSULA HEALTH

Peninsula Health is the major metropolitan health service for Frankston and the Mornington Peninsula. We care for a population of 300,000 people, which swells to over 400,000 people during the peak tourism seasons between December and March.

We care for our community across the life continuum from obstetrics, paediatrics, emergency medicine, intensive care, critical care, surgical and general medicine, rehabilitation, and oncology, through to aged care and palliative care. We also provide extensive services in community health, health education and promotion, ambulatory care, and mental health.

Peninsula Health has over 6000 staff and 750 volunteers. We have undergone significant growth and transformation in recent years and are recognised as a leading metropolitan health service and major teaching and research hospital.

Our vision is to provide exceptional health and community care and our purpose is to work together to build a healthy community.

## OUR VALUES

Our values are at the core of everything we do. In representing Peninsula Health, we expect all employees and volunteers to:



### **BE THE BEST**

We strive for excellence in all that we do.



### **BE A ROLE MODEL**

Together, our behaviours build our culture.



### **BE OPEN AND HONEST**

We are transparent, accountable and innovative.



### **BE COMPASSIONATE AND RESPECTFUL**

We embrace diversity, advocate and care for our consumers, support our peers and grow our teams in a safe, kind and meaningful way.



### **BE COLLABORATIVE**

Our impact is better and stronger when we are inclusive and engaging of a broad network of people.

We acknowledge and pay respect to the traditional people of this region, known as the Myone Buluk of the Boon Wurrung language group of the greater Kulin Nation. We pay our respects to the land this organisation stands on today. We bestow the same courtesy to all other First Peoples, past and present, who now reside in this region.



We are proudly inclusive.

## POSITION SUMMARY

The Family Violence Intake Service Worker is a valued member of the Family Violence Program and works within the State-funded Integrated Response to Family Violence along with other funded agencies in a collaborative and integrated way. The Family Violence Intake Service Worker responds to the identified need to enhance safety of women and children in our community by working with men who perpetrate family violence. This position will be based within one of the Men's teams at the Bayside Peninsula Support and Safety Hubs.

### Overview of Program

As part of the recommendations put forward by the Royal Commission into Family Violence, the Victorian Government will establish Safety and Support Hubs across all parts of Victoria, starting with five launch sites in 2017, of which the Bayside Peninsula region is one. The Hubs will mobilise the service system to work with women, children and families and support their needs and their goals. The Hubs will have close connections to the community and universal services to help identify needs and intervene earlier, not only responding at crisis point after significant damage has been done. One of the roles of the Hubs is to provide a central point of intake, where referrals are triaged by a team of professional staff representing the Family Violence sector.

The Hubs will be one of the main entry points to services for perpetrators of family violence, including receiving Victorian Police Referrals (L17's), other professional referrals and self-referrals for these services. Perpetrators will be able to contact the Hubs online or via the telephone as well as being contacted by the Hubs in response to other professional referrals. The Hubs will also work directly with perpetrators through outreach or out-posted workers. Part of the initial functions of the Hubs (and indeed this position) will be to assess the risk posed by perpetrators and determining the best way for the system to engage with them – including identifying the location where fact-to-face contact will be safest for workers, victims and other community members.

## KEY RESPONSIBILITIES

This position assesses and triages referrals delivering active and timely referral responses in accordance with No To Violence Guidelines. This role specifically provides:

- Manage the intake of referrals, coordinating their assessment, and triaging according to priority guidelines, together with the rest of the Support and Safety Hub team.
- Liaise with relevant agencies and workers both within the Support and Safety Hub, as well as external to the Support and Safety Hub, in order to build safety and timely responses to families affected by family violence.
- Ensure effective and appropriate, clinically informed support and service options are provided to clients at all times.

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- Promote and practice respectful relating and non-violence
- Demonstrate positive workplace behaviours and relationships at all times.
- Build and expand personal skill levels and ensure that clients receive service reflecting up to date, evidence based professional practice.

## KEY RESULTS AREAS/MAIN PRIORITIES

### OPERATIONAL/CLINICAL PERFORMANCE

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act etc) and actively promote compliance to any such standards and legislation.
- Complete all mandatory training by the due date.
- Undertake any additional tasks as requested that reasonably fall within the scope of the position and classification.
- Participate as part of the team to achieve all organisational key performance indicators.
- Conduct all client centred aspects of the role within the standards of the Family Violence Service and guidelines set by No To Violence, One DHS Standards and Peninsula Health Policy
- Process referrals and conduct outreach calls to men for the purposes of engagement, to offer information and support services and undertake risk assessment in accordance with program protocols and using active outreach strategies.
- Participate in all aspects of accurate record keeping and quality assurance activities.
- Facilitate (where appropriate) client access to other care, health promotion and education services.
- Liaise with Community Health staff, Peninsula Health staff and other family violence workers in the sector, as necessary, to ensure a comprehensive and coordinated approach to service delivery.
- Actively contribute to program, team and service meetings and activities.
- Actively contribute to the ongoing planning, development and evaluation of the Community Health Service's programs, in particular the development of the Family Violence work by the writing and review of protocols, procedures and clinical practice guidelines in conjunction with the Team Leader.
- Actively participate in team, program and organisational accountability mechanisms including undertaking an annual Performance Plan.
- Attend regular supervision and relevant meetings as required.

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## PENINSULA HEALTH VALUES

- Display the Peninsula Health values when carrying out duties and in all dealings with patients, consumers, clients, volunteers and colleagues.
- Contribute to a supportive and inclusive work culture that embraces diversity.

## CONSUMER FOCUS AND PERSON CENTRED CARE

- Ensure an excellent standard of service is offered by partnering with patients, consumers and/or carers and the community at all levels of health care provision, planning and evaluation.
- Demonstrate a commitment to the patient 'Charter of Healthcare Rights.'
- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers and colleagues.
- Recognise and respond to the needs and requirements of each individual patient, consumer and/or carer.

## QUALITY AND SAFETY

- Ensure patient and consumer safety and quality of care is the highest priority.
- Ensure any risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all patients and consumers.
- Maintain a good working knowledge of the National Safety and Quality Health Service Standards, take the initiative to pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers and colleagues.
- Ensure direct support workers are compliant with The Disability Worker Exclusion Scheme, which aims to strengthen the protections and safeguards for people with a disability.
- Ensure any hazards or incidents identified are reported promptly and that risk controls are implemented to eliminate/reduce risks and ensure the safety of staff as well as others.
- Actively participate in workplace health and safety initiatives and consult with colleagues and management in relation to issues that impact on the safety of the workplace.
- Comply with all Policies and Procedures, including the 'Hand Hygiene' Policy, 'Smoke Free Work Environment' policy and clinical/operational practice guidelines.
- Maintain confidentiality as per Peninsula Health policies and procedures and in accordance with relevant privacy and health records legislation.
- Actively involve patients, consumers and/or carers in quality and safety improvement activities.
  - Maintain up-to-date immunisation status related to own health care worker category.
- Ensure that the principles of general and patient manual handling are adhered to. Ensure compliance with relevant legislation and Peninsula Health Policy on medication management and medication safety and, work in partnership with patients, consumers and colleagues to promote medication safety.
- Allied health clinicians are accountable for making clinical judgements about their own practice and operating within their own capacity and scope of practice. This must be conducted in

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accordance with Peninsula Health Policies and Clinical Practice Guidelines as well as discipline specific standards, policies, guidelines and codes of practice.

## PEOPLE AND CULTURE

- Create and develop a positive working relationship with team and colleagues.
- Act in accordance with the 'Code of Conduct' and 'Workplace Behaviour' Policies.
- Actively participate in relevant professional development.

# SELECTION CRITERIA

## ESSENTIAL CRITERIA

- Relevant qualification in Social Work, welfare studies, social sciences, community development or other relevant discipline \*
- Demonstrated expertise in psycho-social assessment with diverse clients.
- Commitment to continuous quality improvement and evidence-based practice
- Familiarity with the key underpinning legislation including the Privacy Act, Health Records Act, Children, Youth and Family Act, Family Violence Act
- Well developed skills in working with complex clients including defusing, self-management and reflective practice.
- Well-developed interpersonal skills and an ability to work collaboratively in all professional relationships
- Demonstrated well developed organisational and administrative skills, including ability to effectively manage time and competing priorities.
- Demonstrated ability to work both independently and as member of a high-functioning multi-disciplinary team, both within the Peninsula Health Family Violence team as well as the Support and Safety Hub team.
- Demonstrated flexibility and capability to work effectively in a changing environment
- Current Victorian drivers licence, Working with Children Check and a satisfactory police check.
- Computer skills – excellent working knowledge of MS Windows, Excel, Outlook and the Internet

### \*Minimum mandatory qualifications requirements

As per the minimum mandatory qualifications requirements via <https://www.vic.gov.au/mandatory-minimum-qualifications-specialist-family-violence-practitioners> all candidates wishing to apply for this role must be able to demonstrate that they:

- are considered EXEMPT under the policy

OR

- hold a Bachelor of Social Work or other equivalent qualification

OR

- have minimum 5 years relevant professional experience, OR a related qualification as per the mandatory minimum qualification requirements.

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OR

- hold significant cultural knowledge and experience or lived experience, and have faced barriers to educational pathways

Please note that candidates wishing to enter the specialist family violence workforce via a related qualification or 5 years related professional experience pathway, OR the significant cultural knowledge and experience or lived experience pathways will be required to *work towards* an equivalent qualification within specified timeframes (as per the mandatory minimum qualifications policy). If you believe these pathways may apply to you and would like more information, please don't hesitate to contact us to discuss this further.

## DESIRABLE CRITERIA

- Experience and/or capacity to work with diverse communities including Aboriginal, Torres Strait Islanders, Disability and Lesbian, Gay, Bisexual, Transgender, Queer and Intersex communities.
- Fluency in a second language other than English.
- Familiarity with the key recommendations of the Royal Commission into Family Violence.
- The capacity to work in a team within a Hub, as well as a team within the funding agency being Peninsula Health.

## PERSONAL ATTRIBUTES

**Empathy and Cultural Awareness** - Communicates well with, relates to and sees issues from the perspective of, people from a diverse range of backgrounds

**Relationship Building** - Establishes and maintains relationships at all levels

**Team Work** - Cooperates and works well with others in the pursuit of team goals

**Customer focus** - Committed to delivering high quality outcomes for clients

# PERFORMANCE APPRAISAL/REVIEW

1. Where a new employee is appointed to this position, a review of the appointment will occur prior to the end of the six month probationary period.
2. A Performance Development Review will be conducted on an annual basis.

# POSITION DESCRIPTION AUTHORISATION

**AUTHORISED BY**  
**(Relevant Director)**

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<b>NAME :</b>	
<b>SIGNATURE:</b>	<b>DATE:</b>

I have read and confirm I understand the information above.

<b>POSITION INCUMBENT NAME :</b>	
<b>SIGNATURE:</b>	<b>DATE:</b>