

<b>Position Title:</b>	Manager - South Western Centre Against Sexual Assault (SWCASA)		
<b>Department:</b>	CASA	<b>Cost Centre:</b>	M4090
<b>Enterprise Agreement:</b>	According to Victorian Public Sector (Health & Allied Services, Managers & Administrative Officers) Enterprise Agreement 2021-2025 (or equivalent) according to qualifications and experience		
<b>Classification</b>	HS6		
<b>Reports To:</b>	Executive Director Primary and Community Services		
<b>Infection Control Risk Category:</b>	Category B - Indirect patient contact		

### Primary Purpose

To lead and manage the delivery of a contemporary sexual assault and family violence counselling service for residents of south west Victoria.

SWCASA is a multidisciplinary specialist team, funded by the Department of Families, Fairness & Housing (DFFH) to deliver sexual assault and family violence services across the South West Victoria local government areas of Warrnambool City, the Shires of Moyne and Corangamite, and the southern section of the Glenelg Shire. SWCASA operates as an auspiced department of South West Healthcare (SWH) within the Primary and Community Services division.

The philosophical basis that underpins the work of SWCASA is as follows:

- Sexual assault is any unwanted sexualised behaviour that makes a person feel frightened or uncomfortable – which may or may not be, criminal.
- Sexual assault and family violence violates a person's human rights.
- Sexual assault and family violence are social issues that occur because of the power imbalances in the family, justice, political and economic systems and impacts on individuals, families and the wider community. The impact of sexual assault can be physical, emotional, spiritual and financial.
- The impacts of sexual and family violence is significant and includes the impact on victim/survivors, victim/survivor families and in some cases, the broader community.
- Accountability, blame and shame for sexual or family violence always rests with the offender.
- The journey undertaken by people who have experienced sexual assault is one of spirit, hope and dignity. People can and do recover from the effects of sexual assault.

### Accountabilities and Key Result Areas

## **CLINICAL:**

### **Service Delivery**

1. Oversee the delivery of high quality, consistent clinical services across the range of programs SWCASA provides:
  - Sexual Assault Support Services: a contemporary counselling, support and advocacy service for people who have experienced sexual assault (children, young people, women and men, their non-offending family members/carers, and significant others).
  - Crisis Care Response (After Hours): oncall service for people who have been recently sexually assaulted.
  - Family Violence Counselling: counselling and advocacy service for adults and children who have or are experiencing family violence.
  - Assessment, treatment and advocacy service for children and young people who exhibit harmful sexual behaviours.
2. Oversee the delivery of high quality, consistent clinical services across the programs SWCASA provides in partnership:
  - Therapeutic Interventions Family Violence (SWCASA lead agency): in partnership with the Australian Childhood Foundation, Brophy Family & Youth Services, Emma House Domestic Violence Service and Winda-Mara Aboriginal Corporation, the partnership delivers a range of individual, family and group programs designed to assist the healing and recovery for adults, young people, children and families who have experienced family violence.
  - Restore: National Redress Scheme Counselling Service delivery in the south west area (South Eastern CASA lead).

### **Community Development, Education and Training**

- Oversee the development and implementation of an annual community education program plan relevant to the services offered by SWCASA.
- Contribute to increasing the community's awareness of the drivers of sexual and family violence and the promotion of appropriate community responses.
- Promote an understanding of relevant social and legal policy initiatives related to the addressing of gender based inequity in society.
- Develop and maintain networks and links with relevant professional groups and community-based organisations.

## **MANAGEMENT:**

### **SWH Departmental Responsibility**

- Report routinely and by exception to the Executive Director, Primary and Community Services Division.
- Participate in Divisional Leadership meetings and activities.
- Liaise with other SWH departments as required, including Health Information Services, Mental Health Services, Emergency Department, etc.

### **Funding & Service Accountability**

- Ensure adherence to all relevant legislative requirements of the service including Mandatory Child Protection reporting, Failure to Disclose requirements, Human Service Standards, Child Safe Standards, and under the Family Violence Information Sharing Scheme, the Child Information Sharing Scheme and MARAM, as a Tier 1 Information Sharing Entity.
- Ensure compliance with funding service agreements and contracts, including the recording and reporting of client and service related data as required.
- Ensure that SWCASA complies with relevant governance and quality standards - Australian Council on Healthcare Standards, Human Services Standards and lead SWCASA activities required for periodic external quality review.
- Develop, implement and review annual service plans, including Business and Quality Improvement Plans.
- Ensure regular service evaluation to most effectively match the clinical demand and the allocation of staff and clinical resources.
- Ensure leadership and strategic directions are linked to clinical demand and funding opportunities.
- Ensure all report and client information requests meet informed consent or other required authority thresholds (e.g. Freedom of Information, Court subpoenas, VOCAT reports and other legal and non-legal reports).
- Develop and review SWCASA policies and procedures as required and participate in the development and review of relevant SWH policies, guiding documents and practices.

### **Staff Support**

- Ensure recruited staff are appropriately orientated and inducted into their role, their key service connections and the broader SWH environment.
- Ensure staff are supported to extend and appropriately utilise their clinical skill base and that there is opportunity to contribute to a learning environment where knowledge is shared and new skills are developed.
- Ensure annual performance development reviews are undertaken for all staff and an individual professional development plan completed.

- Ensure a strength-based supervision structure and system is in place to support staff within their specific role and to manage the impact of working within a trauma response service.
- Oversee the staff portfolio structure to provide specific service focus and to enhance opportunities for leadership development.

#### **Corporate Services**

- Liaise with SWH People and Culture Department as required in relation to SWCASA staffing matters.
- Liaise with SWH Finance Department regarding all SWCASA funding, budget and financial reporting aspects.
- Manage the departmental requirements of the SWH staff payroll system (KRONOS).

#### **Service and Sector Strengthening**

- Maintain membership and involvement in relevant professional bodies such as SAS Victoria (peak body for Victorian sexual assault and harmful sexual behaviour treatment services) and the Wimmera & South West Family Violence Partnership.
- Participate in local, State and Federal sexual assault and family violence service sector reviews and reforms as appropriate.
- Maintain a system that actively seeks, collects, reviews and implements service improvement suggestions from clients and other relevant contributors.
- Liaise with other relevant organisations to develop and improve services for people who have experienced sexual assault and/or family violence.
- Promote equity of access for clients by addressing long-standing service barriers for people who identify as Aboriginal and/or Torres Strait Islander, LGBTQ+, who have a disability, who have a culturally and/or linguistically diverse background, or who may be marginalised in another way.
- Contribute to future workforce capacity by providing placement opportunities for students studying relevant tertiary degrees.

#### **PROFESSIONAL DEVELOPMENT:**

- Maintain competencies in SWH mandatory learning modules (GROW).
- Actively undertake personal continuing professional development.
- Actively participate in appropriate peer and individual external supervision.

#### **OTHER:**

- Report risks, compliments and complaints as per the SWH procedures and protocols.
- Undertake other tasks and responsibilities as negotiated or directed.
- As an expert in the area, provide leadership to SWH around matters of Child and Family Safety
- Other additional duties and portfolios, as delegated and mutually agreed with the Executive Director of P&CS

### **Qualifications and Experience**

#### **Essential:**

- Tertiary qualification in Social Work, Psychology or Nursing, and experience within the areas of sexual assault/abuse and family violence services.
- Full registration with the Australian Health Practitioner Regulation Agency (AHPRA) where relevant to the qualification.
- Strong knowledge of contemporary trauma informed practice that underpins the delivery of a high quality service.
- Experience in providing clinical supervision.
- Ability to foster inter-agency relationships and work collaboratively with relevant services such as other family violence service providers, Police (Sexual Offences and Child-abuse Investigation Team) and Child Protection Services.

#### **Desirable**

- Post Graduate qualification in a relevant professional field.
- Ten years minimum professional experience with a reputation for client centered and outcome focussed practice.
- Leadership style that fosters inclusion and participation and achieves outcomes.
- Experience in managing a multidisciplinary staff group to optimise service quality and client outcomes.
- Capacity to operate in a high pressured and emotionally demanding environment.
- Experience in contributing to, managing and implementing fast-paced sector reforms.

### **Generic Responsibilities and Accountabilities**

Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values including, but not restricted to:

1.
  - Infection Control policies
  - Confidentiality policy and privacy legislation
  - Occupational Health and Safety policies and regulations
  - Guidelines of the State Services Authority including the public sector
2. Employment principles and Code of Conduct
  - Fire, disaster and other emergency procedures
  - Smoke Free Campus policy
  - Risk Management policies and guidelines
  - Consumer Participation Strategy
3.
  - Attend orientation/induction or other mandatory training and relevant Health Safety updates in areas such as Fire, Emergency Responses and Manual Handling
  - Current Immunisation status in alignment with South West Healthcare's Immunisation policy
  - Promote the organisation in a positive manner
  - Participate as a cohesive member of the health care team
  - Respect the rights of individuals
  - Provide a child safe environment
  - Participate in Continuous Quality Improvement within the organisation
  - Accept responsibility for your own personal belongings
  - Respect and appropriately care for the organisation's property and equipment
  - Participate in an annual Staff Development Review.

#### Key Relationships

<b>Internal:</b>	Executive Director, Primary and Community Services Primary and Community Services Department Heads (Divisional Leaders)
<b>External:</b>	Department Families, Fairness and Housing <ul style="list-style-type: none"> <li>- Agency Performance and Systems Support</li> <li>- Child Protection Services</li> </ul> SAS Victoria (peak body) <ul style="list-style-type: none"> <li>- SASS Network</li> <li>- HSB Network</li> </ul> Victorian Police <ul style="list-style-type: none"> <li>- Sexual Offences and Child-abuse Investigation Team</li> </ul>

#### Position Impact

<b>Direct Reports:</b>	SWCASA <ul style="list-style-type: none"> <li>- Senior Counsellor/Advocate</li> <li>- Administrative Support Officers</li> </ul>
<b>Budget:</b>	Approximately \$1.5 - \$2 million annually

#### Selection Criteria:

##### Essential:

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- Full registration with the Australian Health Practitioner Regulation Agency (AHPRA) where relevant to the qualification.
- Strong knowledge of contemporary trauma informed practice that underpins the delivery of a high quality service.
- Experience in providing clinical supervision.
- Ability to foster inter-agency relationships and work collaboratively with relevant services such as other family violence service providers, Police (Sexual Offences and Child-abuse Investigation Team) and Child Protection Services.

##### Desirable

- Post Graduate qualification in a relevant professional field.

- Ten years minimum professional experience with a reputation for client centered and outcome focussed practice.
- Leadership style that fosters inclusion and participation and achieves outcomes.
- Experience in managing a multidisciplinary staff group to optimise service quality and client outcomes.
- Capacity to operate in a high pressured and emotionally demanding environment.
- Experience in contributing to, managing and implementing fast-paced sector reforms.
- Experience and ability to manage a community based service within the structures of a health organisation.
- Experience in organisational management, including human resource and financial management.

#### Approvals

<b>Employee Signature:</b>		<b>Date:</b>	
<b>Manager's Signature:</b>		<b>Date:</b>	