

Position Description

Position title:	Casual Counsellor Advocate (after hours role)
Department:	Centre Against Sexual Assault (CASA House)
Classification:	Qualified Social Worker Grade 2 (SC21 – SC24) or equivalent tertiary health qualification
Agreement:	In accordance with qualification or Allied Health Professionals' (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Reporting to:	CASA House Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About Social Model of Health

The Women's Social Model of Health Division is a newly formed function that reinforces our commitment to the social determinants of health. Whilst all services at the Women's ensure health equity for all women, the Social Model of Health Division brings together our services and programs that specialise in providing care to women facing challenges that may adversely affect their health. The Social Model of Health Division at the Women's has responsibility for ensuring the hospital's clinical and social support services are coordinated, aligned and leveraged to provide wrap around care for the women who need it most. In particular, the division has a focus on ensuring a woman's social, economic, cultural, environmental, geographic, and other factors are taken into account in her care plan with the overall aim of reducing health inequalities and addressing systemic inadequacies that affect health access and outcomes.

About CASA House

Located in the heart of Melbourne, the Centre Against Sexual Assault (CASA House) is a department of the Royal Women's Hospital. CASA House works with people of all genders (including providing support to trans and gender diverse people and non-binary people and communities) and provides 24-hour services to victim survivors of sexual assault, including immediate crisis care, counselling, support and advocacy, after hour's crisis response, support groups, and support for non-offending family members and friends. CASA House also provides secondary consultation, education and training as well as research and advocacy into public policy.

At CASA House you will be joining a team which values inclusivity, diversity and intersectionality, a team that is passionate about ensuring victim survivors are provided with timely support and that the silence which surrounds sexual assault continues to be broken. You will find a workplace that is collaborative, progressive and passionate about learning and working together to ensure you find the exceptional in your everyday.

Position purpose

The Casual Counsellor Advocate is primarily responsible for the provision of crisis counselling and advocacy services to adult victim survivors of recent sexual assault and involves participation in the after-hours on-call roster for responding to victim survivors of recent sexual assault at the Crisis Care Unit located in the Women's Emergency Care at the Women's hospital. All services are delivered within a clearly articulated intersectional feminist, rights advocacy, violence and trauma informed practice framework.

Key responsibilities & Major Activities

Clinical practice

- Participate in the after-hours on call roster for responding to victim survivors of recent sexual assault. The after-hours on call roster covers each weeknight (5pm-9am) and all weekends and public holidays
- Support adults who have experienced a recent sexual assault primarily at the Crisis Care Unit located at Women's Emergency Care at the Women's hospital
- Coordinate the provision of follow-up medical support, and advocate on behalf of victim survivors with other systems including health, police and community support agencies
- Provide information to victim survivors regarding services, support and options

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- Using an intersectional approach, demonstrate an understanding of cultural issues with a view to provision of culturally safe and responsive practice.
- Work closely with the multidisciplinary team involved in the care of victim/survivors and their support people

Practice improvement and Service development

- Assist in the implementation of mechanisms to ensure that service users are provided with opportunities to have input into and feedback on the services they receive
- Ensure services are delivered in accordance with the Australian Council on Healthcare Standards (ACHS) and the Department of Families, Fairness and Housing Standards.
- Manage escalated service user issues or complaints appropriately
- Use the Women's electronic medical record (EMR) where required and ensure that accurate information and records are maintained in line with relevant hospital policies and guidelines
- Ensure all documentation and data meets the requirements of the Department of Health and Human Services, including all statutory requirements and relevant hospital policies and guidelines
- Using the relevant databases, maintain timely and accurate statistical data of all work
- Any other duties as required that meet relevant standards and recognised practice

Communication and teamwork

- Attend all meetings, supervision, peer resourcing and service planning forums relevant to the position
- Demonstrate professional and excellent communication (verbal and written) including through the use of interpreters, ability to negotiate, apply conflict resolution and advocacy skills and escalate client complaints appropriately
- Work effectively with a diverse range of people, acknowledging individual differences
- Demonstrate ability to work as a team and ability to establish and maintain effective working relationships with internal and external stakeholders
- Actively promote CASA House

Quality, safety and improvement

- Develop and maintain an understanding of individual and team responsibility for service user safety, quality & risk and contribute to organisational quality and safety initiatives
- Participate in the development of policies and guidelines
- Participate in modification of service delivery practices in line with current evidence-based practice
- Escalate incidents, risks, issues, conflicts, or concerns in a timely way appropriately and participate in problem-solving and mitigating risks or issues
- Learn and maintain a full working knowledge of emergency procedures
- Participate in clinical audits and other relevant quality activities
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and have an understanding of violence against women and family violence issues

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Learning and development

- Critically review and keep up to date with professional literature relevant to sexual assault
- Actively participate in credentialing and scope of practice processes
- Participate in clinical evaluation activities
- Identify opportunities and support collaboration between CASA House, SACL, other Women's departments/services and University researchers in relation to sexual assault and violence against women.
- Complete all mandatory training before they expire and participate in an annual performance development review
- Attend professional development and training opportunities as required to support you in your role as well as ensure you meet eligibility requirements for membership with the relevant professional body

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Tertiary qualifications in Social Work or other relevant health profession
- Eligibility for membership with the Australian Association of Social Workers (AASW) or other relevant professional body (e.g. Australian Health Practitioner Regulation Agency and/ or Psychotherapy and Counselling Federation of Australia)
- Ability to work after hours
- When rostered on call, Casual Counsellor/advocates need to be able to present to the Women's Hospital (Parkville) within 45 minutes of being recalled
- Demonstrated crisis counselling experience and knowledge and skills in supporting victim survivors of sexual assault and violence
- Provision of a service based on an intersectional feminist, rights advocacy, violence and trauma informed practice framework
- Possess an understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)
- Excellent communication and interpersonal skills (written and verbal) and the ability to work in a crisis orientated service.
- Well-developed negotiation and advocacy skills
- Ability to balance competing and conflicting priorities
- The ability to work independently and as a solo worker on shift but seek consultation where necessary
- Competent computer literacy including use of a PC, mouse, keyboard, standard Microsoft Office software
- Embodiment of the Women's values of courage, passion, discovery and respect

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Desirable:

- Experience and understanding of working with interpreters
- Experience in working in a hospital setting.

Organisational relationships

Internal relationships

- CASA House staff
- Staff in the Social Work Department including Badjurr-Bulok Wilam, Family Accommodation Service, SACL, Pastoral Care and Social Work
- Allied health staff
- Nursing, midwifery and medical staff
- All Royal Women's Hospital departments and clinics and staff in particular the Women's Emergency Centre, the After-hours Manager,

External relationships

- Other Victorian Sexual Assault Services, Sexual Assault Services Victoria, and health organisations and providers
- Community service organisations (e.g. Safe Steps)
- Government departments including Department of Families, Fairness and Housing and Family Safety Victoria
- Victoria Police, particularly the Sexual Offences and Child Abuse Investigation Team (SOCIT)
- Victorian Institute of Forensic Medicine (VIFM)

Direct reports: 0
Indirect reports: 0
Budget responsibility: N/A

Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Prolonged/constant
Sitting – remaining in a seated position to complete tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Frequent
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Not applicable
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare

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– Moderate lifting and carrying 5 – 10 kilos	Not applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Working with distressed people and families	Frequent
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Prolonged/Constant
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- Undertake other duties as directed that meet relevant standards and recognised practice.

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Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically, I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: 22nd September 2026

Developed by: Kath Chandler

Date of next review: 22nd September 2027

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