

## Position Description

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| <b>Position title:</b> | Team Leader Abortion and Contraception                                                                           |
| <b>Department:</b>     | Social Work, Social Model of Health                                                                              |
| <b>Classification:</b> | Qualified Social Worker Grade 3 (SC31- SC 34)                                                                    |
| <b>Agreement:</b>      | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 |
| <b>Reporting to:</b>   | Senior Social Work Manager                                                                                       |

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### 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 Social Work

The Royal Women's Hospital provides pregnancy termination as part of its public health responsibility to provide safe health care to Victorian people. The Abortion and Contraception team is part of the Social Work Department and provides an intake service for people who are seeking an abortion. The social workers provide telephone and face to face counselling support and advocacy, information and referral to appropriate community services for these patients who have complex needs and social situations.

## Position purpose

The Team Leader has a clinical leadership role in ensuring excellence in patient care, education and support of staff and students, and fostering staff development through the provision of supervision and other professional development opportunities. This role is responsible for ensuring the maintenance of high-quality direct service work by the social workers. It will undertake direct clinical practice to people who are seeking abortion and contraception.

## Key responsibilities

### Clinical practice

- Provide a high-quality evidence-based Social Work service at the Women's including psychosocial assessment, crisis intervention, short-term options and post termination counselling, bereavement care, advocacy, community liaison, referral and discharge planning
- Possess a high-level theoretical understanding and an intersectional approach to your clinical practice in relation to working with victim/survivors of family violence and sexual assault and knowledge of working with complex trauma
- Undertake direct clinical practice including participation in the intake service and provision of short-term options and post termination counselling
- Provide the team of social workers with the opportunity to debrief after complex or distressing intakes and interventions including counselling sessions
- Work closely with the multi-disciplinary team involved in the care of patients and their families
- Involve patients/carers in the decision making of treatment goals and discharge
- Participating in the Social Work weekend service when required

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- If required, represent the service at Court and tribunals
- Using an intersectional approach, demonstrate an understanding of cultural issues with a view to provision of culturally safe and responsive practice
- When directed by the Manager, the Team Leader will be required to work across other hospital areas
- Any other duties as required that meet relevant standards and recognised practice

### **Communication and leadership**

- Provide supervision and clinical education to Grade 2 Social Workers and Social Work students
- As required provide leadership in relation to knowledge of current research and best practice in the area of Abortion care including counselling and advocacy for patients
- Provide a visible leadership presence in your clinical area and promote multidisciplinary teamwork by assigning tasks and decision-making responsibilities to individuals or teams.
- Act as a clinical resource to healthcare professionals within and outside The Women's.
- Ensure prompt assessment of new referrals as well as allocation and prioritisation of caseloads
- Attend all meetings relevant to the position
- Demonstrate professional 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
- Develop and maintain effective working relationships with internal and external stakeholders
- Participate in portfolio work or any other project work as required

### **Quality, safety and improvement**

- Develop and maintain an understanding of individual and team responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Lead in the development of policies and guidelines
- Participate & lead in modification of service delivery practices in line with current evidence-based practice
- Escalate incidents, risks, issues, conflicts, or concerns in a timely way to the Senior Manager and participate in problem-solving and mitigating risks or issues
- Actively develop benchmarking opportunities to evaluate the ongoing effectiveness and efficiency of services
- Participate in clinical audits and other relevant quality activities

### **Learning and development**

- Identify and participate in research opportunities arising from direct social work practice and attend seminars and conferences relevant to the area of work
- Critically review and keep up to date with professional literature relevant to Social Work and Abortion Care
- Actively participate in credentialing and scope of practice processes
- Complete all mandatory training and participate in an annual performance development review
- Provide ongoing professional development training to services in the social model of health and other hospital staff

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## 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:

- Appropriate tertiary qualifications in Social Work as well as meeting eligibility requirements for membership with the Australian Association of Social Workers (AASW)
- Minimum of 7 years' experience as a credentialed social worker
- Excellent knowledge of the psychosocial issues arising for people experiencing unplanned pregnancy and how this impacts their physical, social and emotional health
- Demonstrated theoretical understanding and an intersectional approach to your clinical practice in relation to working with victim/survivors of family violence and sexual assault and knowledge of working with complex trauma and the child protection system
- Demonstrated knowledge in psychosocial assessment, crisis intervention, short-term counselling, bereavement care, advocacy, community liaison and referral, case management and discharge planning
- Demonstrated ability to work effectively within a multidisciplinary team and ability to establish and maintain functional networks with a wide variety of health personnel and with other service providers
- 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)
- Demonstrated ability to work as a member of a team and ability to establish and maintain functional networks with a wide variety of health personnel and with other service providers
- Well-developed interpersonal skills and the ability to work in a crisis orientated service
- Resilience in balancing sometimes competing and conflicting priorities
- The ability to work independently and as a solo worker on shift but seek consultation where necessary
- Embodiment of the Women's values

#### Desirable:

- Experience working within a public hospital setting
- Experience working with people facing an unplanned pregnancy
- Previous experience in the provision of pregnancy options counselling and post termination counselling.
- Postgraduate qualifications in Social Work, Health or a related area
- Capacity to work effectively in a changing organisational environment

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## Organisational relationships

### Internal relationships

- Social Model of Health division
- 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, Centre for Women's Mental Health and General Counsel

### External relationships

- Women's Health Victoria – 1800 My Options
- Victorian CASA's
- Inner Melbourne Community Legal
- Other hospitals and health providers
- Community service organisations (Safe Steps)
- Government departments including Department of Health and Human Services
- Family Safety Victoria
- Victoria Police, particularly the Sexual Offences and Child Abuse Investigation Team (SOCIT)

**Direct reports:** 2  
**Indirect reports:** Social work students  
**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          |
|--------------------------------------------------------------------------------------------|--------------------|
| <b>Shift work</b> – rotation of shifts – day, afternoon and night                          | Not applicable     |
| <b>Sitting</b> – remaining in a seated position to complete tasks                          | Prolonged/Constant |
| <b>Standing</b> – remaining standing without moving about to perform tasks                 | Occasional         |
| <b>Walking</b> – floor type even, vinyl, carpet,                                           | Occasional         |
| <b>Lean forward/forward flexion from waist</b> to complete tasks                           | Rare               |
| <b>Trunk twisting</b> – turning from the waist to complete tasks                           | Not applicable     |
| <b>Kneeling</b> – remaining in a kneeling position to complete tasks                       | Not applicable     |
| <b>Squatting/crouching</b> – adopting these postures to complete tasks                     | Not applicable     |
| <b>Leg/foot movement</b> to operate equipment                                              | Not applicable     |
| <b>Climbing stairs/ladders</b> – ascending and descending stairs, ladders, steps           | Rare               |
| <b>Lifting/carrying</b> – light lifting and carrying less than 5 kilos                     | Rare               |
| – Moderate lifting and carrying 5 – 10 kilos                                               | Not applicable     |
| – Heavy lifting and carrying – 10 – 20 kilos.                                              | Not applicable     |
| <b>Push/pull of equipment/furniture</b> – 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     |
| <b>Reaching</b> – arm fully extended forward or raised above shoulder                      | Rare               |
| <b>Head/neck postures</b> – holding head in a position other than neutral (facing forward) | Rare               |
| <b>Sequential repetitive actions in short period of time</b>                               |                    |

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| – Repetitive flexion and extension of hands wrists and arms                                                                                                                                                                                | Occasional                         |
| – Gripping, holding, twisting, clasping with fingers/hands                                                                                                                                                                                 | Occasional                         |
| <b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.                                                                                                                                              | Not applicable                     |
| <b>Sensory demands</b>                                                                                                                                                                                                                     | <b>Frequency</b>                   |
| <b>Sight</b> – use of sight is integral to most tasks completed each shift                                                                                                                                                                 | Prolonged/Constant                 |
| <b>Hearing</b> – use of hearing is an integral part of work performance                                                                                                                                                                    | Prolonged/Constant                 |
| <b>Touch</b> – use of touch is integral to most tasks completed each shift                                                                                                                                                                 | Prolonged/Constant                 |
| <b>Psychosocial demands</b>                                                                                                                                                                                                                | <b>Frequency</b>                   |
| <b>Observation skills</b> – assessing/reviewing patients in/outpatients                                                                                                                                                                    | Frequent                           |
| <b>Problem solving</b> issues associated with clinical and non-clinical care                                                                                                                                                               | Prolonged/Constant                 |
| <b>Working with distressed people and families</b>                                                                                                                                                                                         | Prolonged/Constant                 |
| <b>Dealing with aggressive and uncooperative people</b>                                                                                                                                                                                    | Occasional                         |
| <b>Dealing with unpredictable behaviour</b>                                                                                                                                                                                                | Occasional                         |
| <b>Job demands</b> – high workload, tight deadlines, and competing priorities                                                                                                                                                              | Frequent                           |
| <b>Exposure to traumatic or distressing content or situations</b> – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events. | Frequent                           |
| <b>Role specific considerations</b><br>Support is available for staff exposed to psychological risks.<br>Any adjustments that may be required can be discussed with your manager.                                                          |                                    |
| <b>Definitions used to quantify frequency of tasks/demands as above</b>                                                                                                                                                                    |                                    |
| <b>Prolonged/constant</b>                                                                                                                                                                                                                  | 70 – 100 % of time in the position |
| <b>Frequent</b>                                                                                                                                                                                                                            | 31 – 69 % of time in the position  |
| <b>Occasional</b>                                                                                                                                                                                                                          | 16 – 30% of time in the position   |
| <b>Rare</b>                                                                                                                                                                                                                                | 1 – 15% of time in the position    |
| <b>Not applicable</b>                                                                                                                                                                                                                      | 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.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

## 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

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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.**

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**Developed date:** October 2025

**Developed by:** Senior Social Work Manager

**Date of next review:** October 2026

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