

POSITION DESCRIPTION

Position Title:	Violence Abuse and Neglect (VAN) ON-CALL WORKER
Department:	Primary and Community Care Services
Classification:	<p>Allied Health Professional:</p> <ul style="list-style-type: none"> - AHP1 Grade (VIC) (Depending on Qualifications and Experience) - Level (NSW) (Depending on Qualifications and Experience) <p>Registered Nurse:</p> <ul style="list-style-type: none"> - VIC classification - NSW classification <p>** NOTE: Grading to be confirmed</p>
EBA / Award:	<p>Allied Health Awards:</p> <ul style="list-style-type: none"> • Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement • NSW Health Service Health Professionals (State) Award <p>Nursing Awards:</p> <ul style="list-style-type: none"> • Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement. • NSW Public Health System Nurses' and Midwives' (State) Award.
Primary Site:	Albury Community Health
Employment Conditions:	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
AWH VISION	
<i>"The Best of Health."</i>	
AWH VALUES	
<p>Patient and Client Focused, Ethical, Teamwork, Equity, Respect, Compassion, Accountability and Trust.</p> <p><i>Patient and Client Focussed:</i> Our purpose is to serve our patients and clients in order to achieve the Vision and Purpose of Albury Wodonga Health.</p> <p><i>Ethical:</i> Both in our clinical endeavour and our business practices we will be just in all our dealings.</p> <p><i>Teamwork:</i> Esprit de corps, harmony, partnership and unity are valued.</p> <p><i>Respect:</i> Appreciation of the worth of others and regard for their contribution is inherent.</p> <p><i>Trust:</i> Confidence that all are doing their best, honestly and positively.</p> <p><i>Accountability:</i> Understanding that all bear a personal responsibility to our community.</p> <p><i>Compassion:</i> Consideration, empathy and humanity are given freely to our patients and staff alike.</p>	

Equity:

Fairness, integrity and justice are apparent in our actions.

ROLE SUMMARY / PURPOSE

The aim of the VAN on call service is to improve the emotional, social and mental wellbeing of individuals who have been victims of intimate partner violence, sexual abuse, physical abuse, neglect and their non-offending family members through the provision of a specialist crisis response. This response is via a 24 hour on-call roster system where workers provide a high quality trauma informed psychosocial crisis response to children, adolescents and adult victims of recent sexual assault and/or individuals impacted by family violence. The on call worker will respond to individuals where the sexual assault has occurred in NSW or for NSW residents who present to ED reporting Domestic and Family Violence. The on-call worker will provide psychosocial assessment, social support, safety planning, advice and advocacy, coordination of medical care and forensic examination for the purpose of evidence collection.

KEY RESPONSIBILITIES

- Provide a high quality trauma informed psychosocial crisis response to children, adolescents and adult victims of recent sexual assault, and/or domestic and family violence (DFV), their non-offending family members and care givers, including crisis interventions and counselling.
- The provision of client-centred comprehensive assessment around the immediate and on-going needs of the client and their family or care givers including psychosocial, mental health, medical and forensic needs.
- Provide information to victims of sexual assault to enable them to make informed decisions regarding their access/rights to forensic and medical care, follow up counselling, compensation and legal options. Coordination of an integrated medical and forensic examination response, if required. Including contact with local forensic medical doctors, Emergency Department staff, and Police and the organisation of transport of a client to another area if forensic examination is not available locally.
- The provision of advocacy and support to the client during the process of medical examination and possibly the forensic.
- The provision of psychosocial support, advocacy and safety planning to victims of DFV, including appropriate referral and support to access services such as housing and police
- Provide secondary consultation to police or hospital staff regarding support and referral options.
- Commitment and engagement in initial orientation training and ongoing quarterly team meetings.
- Comply with State and Health Service policies and local procedures.
- Comply with NSW and Victoria mandatory reporting policy and procedures.
- Maintain accurate record keeping as required.
- Provide handover of client presentations and callouts to Counselling Services Co-ordinator/VAN counsellor on the next business day.
- Complete all mandatory training requirements, including induction and refresher training through the Albury VAN Counselling Service and attendance at VAN On-Call meetings, as required.

QUALIFICATIONS AND EXPERIENCE

MANDATORY CRITERIA

1. Tertiary qualifications in Social Work with eligibility for membership to AASW, or degree in Psychology and current registration with AHPRA or Occupational Therapist (with post graduate skill or training in therapy and/or counselling). Registered Nurses with appropriate post-graduation experience and/or training may be considered

SELECTION CRITERIA

1. Demonstrated ability to effectively intervene and manage crisis situations
2. Demonstrated successful intervention in a range of counselling skills and interventions
3. Demonstrated knowledge of issues for victims of sexual assault and domestic and family violence, including both children and adults.
4. Demonstrated high level of communication skills
5. Current driver's licence, with the ability to travel in accordance with position responsibilities

PERSONAL ATTRIBUTES / SOFT SKILLS

This commitment that the Health Professionals will undertake is based on:

- Person Centred Care;
- Respect;
- Integrity; and
- Accountability.

The AWH personal attributes / soft skills of a Health Professional at AWH will be inclusive of the following attributes:

- **Compassion:** Genuinely cares about people; is available and ready to help; is sympathetic to the plight of others; demonstrates real empathy.
- **Approachability:** Is easy to approach and has the ability to build rapport with clients and staff; spends the extra effort to put others at ease; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener.
- **Interpersonal Savvy:** Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- **Critical Thinking:** Effectively use critical-thinking skills to solve and identify problems to improve protocols and patient care.
- **Team player:** Is a team player that works fluidly with clients, families and interdisciplinary healthcare teams every step of the way.
- **Communication:** Able to communicate clearly and succinctly in a variety of different settings and circumstances.

KEY RELATIONSHIPS

REPORTS TO:	Co-coordinator, Counselling Services
SUPERVISES:	This position has no supervisory responsibilities.
OVERALL:	Department of Community and Justice, Police, Acute Health Services, Forensic Examiner

PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.
- Staff are required to abide by the Code of Conduct for AWH.

HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- Reporting through the Incident Management System any near misses or incidents as they occur.
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent:	
Signature:	Date:

ANNEXES	
1.	Organisational Responsibilities.
2.	Jobs Demand Checklist.

DOCUMENT CONTROL	
Executive Sponsor:	Director Community Health
Manager Responsible:	Operational Director Community Health
Author(s):	Manager, Counselling Services. VAN Service Development Officer
Reviewed by People & Culture:	<input type="checkbox"/> 04/08/2023
Position Description ID No:	
Approval Date:	
Date Due for Review:	
Version No:	
Original Approval Date:	
Previously Named As:	SAS On-call

ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

Communication:

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

Equal Employment Opportunity:

- Commitment to the principles.
- Supports diversity in the workplace.

Information Management:

- Collects and uses data as required.

Integrity:

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

Organisation Awareness:

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

People / Patient Focused Environment:

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

Infection Control:

- Hand Hygiene.
- Standard precautions.

Primary Health:

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

Quality Improvement:

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

Resource Management:

- Ensure all allocated resources are managed in an efficient and accountable manner.

Safe Practice and Environment:

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

Self Development:

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

Teamwork / Collaboration:

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

JOB DEMANDS CHECKLIST:

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

This form is to be completed by the Manager / Supervisor of the position being recruited to.

Position: **Violence Abuse and Neglect On-Call Worker**

Department / Unit: *Primary and Community Care Services*

Facility / Site: *Albury Community Health*

TASKS PERFORMED:

Nature of Tasks to be undertaken (Collective description as best describes tasks).

FREQUENCY DEFINITIONS:

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
PHYSICAL DEMANDS:							
Sitting	Remaining in a seated position to perform tasks.	X					
Standing	Remaining standing without moving about to perform tasks.	X					
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.	X					
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).			X			
	Moderate lifting and carrying (10 – 15 kg).	X					
	Heavy lifting and carrying (16 kg and above).						X
Reaching	Arms fully extended forward or raised above shoulder.	X					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.	X					
Head / Neck Postures	Holding head in a position other than neutral (facing forward).	X					

Hand & Arm Movements	Repetitive movements of hands and arms.	X					
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.	X					
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.						X
Driving	Operating any motor powered vehicle.		X				
SENSORY DEMANDS:							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.			X			
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.			X			
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.		X				
Taste	Use of taste is an integral part of work performance, eg: Food preparation.						X
Touch	Use of touch is an integral part of work performance.		X				
PSYCHOSOCIAL DEMANDS:							
Distressed People	Eg: Emergency or grief situations.				X		
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.		X				
Unpredictable People	Eg: Dementia, mental illness, head injuries.		X				
Restraining	Involvement in physical containment of patients / clients.						X
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.			X			
ENVIRONMENTAL DEMANDS:							
Dust	Exposure to atmospheric dust.	X					
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.						X
Hazardous Substances	Eg: Dry chemicals, glues.						X
Noise	Environmental / background noise necessitates people raise their voice to be heard.						X
Inadequate Lighting	Risk of trips, falls or eyestrain.	X					
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X					
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.		X				
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X					
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X					
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.						X
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.		X				