

SWSLHD: Proposed changes to rostering, Sexual Assault Counselling Service

Dear Member,

The HSU has received correspondence from South Western Sydney Local Health District regarding proposed changes to the rostering of on-call shifts for the Sexual Assault Counselling Service. The correspondence is attached to this newsletter.

HSU organiser and sub-branch involvement

Your HSU organiser Ben Halliday will be visiting your workplace shortly and convening a meeting to discuss the matter with affected employees. The most effective way to deal with these kinds of matters is by taking into account the concerns of the group, agreeing on a way forward and presenting that united position to management.

Please distribute this newsletter to your work colleagues for their information and comments and encourage them to attend the meeting.

We welcome your feedback on the above matter. Please send feedback to julie.gordon@hsu.asn.au with subject line *SWSLHD Sexual Assault Service* by COB Friday 9 November, 2018.

Not a member of the HSU? Now is time to join and have your say! You can join online at www.hsu.asn.au/join or call 1300 HSU NSW and join over the phone.

A union's effectiveness and negotiation power depends upon the strength and density of its membership base. Join your work colleagues today by becoming a member of the Health Services Union and help us continue to protect and improve your working life.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

SWD18/71149

Health Services Union
Level 2, 109 Pitt Street
SYDNEY NSW 2000

Dear Mr Hayes,

Changes to the rostering of on-call shifts for the Sexual Assault Counselling Service in South Western Sydney Local Health District

I am writing to consult on our intention to make changes to the rostering of on-call shifts for staff working for our Sexual Assault Counselling Service (SAS) in South Western Sydney Local Health District (SWSLHD). There are a number of reasons for this change in practice, including: reduced risk of inadequate care provided by non-SAS staff covering the roster; fairer work allocation across the service; and reduced risk of clinician burnout.

As a result of this planned change, current Position Descriptions (PD) will need to be updated for a number of staff who do not participate on the on-call roster at this time. Revised PDs will align with the District's current movement from E-recruit to Recruitment and On Boarding (ROB) and standard state-wide PDs.

Background

Following revision of a management structure for this service in 2017, a number of changes have occurred across this service. These include the development of a centralised intake service (previously split between Liverpool and Macarthur units) and updating of service procedures. As part of these processes, a number of further improvement opportunities have been noted. Of greatest import, the District has experienced some incidents of sub-optimal care delivered under the on-call counselling service by staff members not employed by SWSLHD SAS. In order to ensure that clients of this service receive consistently high quality care, SWSLHD has formed the view that on-call staff should be employed only by the SWSLHD SAS.

To date, the Manager, Ms Catherine Lovan, and Clinical Manager, Ms Deb Allan, have discussed the organisational intention to expand rostering of the on-call service to all team members (team meetings held on 20 February and 27 April 2018). Similarly, team members received an email on 6 April 2018 reiterating the proposed change and identifying the need to update all PDs to reflect the requirement to participate on the on-call roster. Staff members were encouraged to discuss concerns at these meetings and were also provided with the opportunity to raise concerns confidentially in response to the team email.

South Western Sydney Local Health District acknowledges the traditional owners of the land.

South Western Sydney Local Health District
ABN 46 738 965 845

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Website: www.swslhd.health.nsw.gov.au

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Locked Bag 7279 Liverpool BC 1871
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Key Elements of the Proposed Change

It is the District's intention that the proposed change of rostering practice will take effect from 3 December 2018. This will mean that all staff impacted by this change will be required to provide cover for the sexual assault after hours on-call roster.

On average, there are approximately 52 on-call shifts per month that require cover. The minimum requirement for shift cover per month is between 2 and 4 per counsellor, calculated to average approximately 2.5 on-call shifts per month, depending on planned and unplanned leave.

Prior to December, the SAS Coordinator of the on-call roster and the Clinical Manager will liaise with all staff members transitioning to the on-call roster to identify any training needs that will assist with their smooth transition. We would note that all staff on the on-call roster receive senior clinical phone back up 24/7. Further, in order to support staff members transitioning to the on-call roster, it is proposed that these staff members only be rostered to work one shift per month for the months of December, January and February.

Roster Best Practice procedures will guide the ongoing management of this roster, permitting staff to make individual roster requests based on their personal circumstances. The District will make every effort to accommodate such requests where practical and equitable. Staff preference to work more on call periods or less on call periods will also be considered when creating the roster.

For your information, I have attached a copy of the current Level 3 Social Work PD (in ROB format). This position aligns with one of our current positions (Position number 242731).

We would be more than happy to discuss any concerns that may be raised by staff through the HSU in relation to this letter and the proposed changes. Please provide feedback on any such issues raised by members by Monday 12 November 2018.

Regards



Justin Duggan
General Manager, Primary & Community Health
Date: 3/10/18

Position Description



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OUR CORE VALUES

COLLABORATION OPENNESS RESPECT
EMPOWERMENT

Complete this Position Description template after reading the SWSLHD Guide to Writing a Position Description. Use the Guide for assistance on each section and examples of writing styles.

Role Details

Role Title	Female Sexual Assault Worker Level 3
Award	Health and Community Employees Psychologists (State) Award NSW Health Service Health Professionals (State) Award
Is this a Multi-Disciplinary Role?	Yes Please list all relevant classifications below

Award Classification(s) / Grade / Level

Psychologist
Social Worker Level 3
Sexual Assault Worker Level 3

Job Category **** SWSLHD Recruitment Unit to Complete ****

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Job Classification **** SWSLHD Recruitment Unit to Complete ****

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Specialties **** SWSLHD Recruitment Unit to Complete ****

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Stafflink Position Number	242756
Cost Centre Number	501126
Does this role manage or supervise others?	Yes

Primary Purpose of Role (**Maximum Character Limit 3400 including spaces**)

Position Specific – Sexual Assault Worker

The position is responsible for the provision of a broad range of therapeutic and support services for children, young people and adults who have experienced sexual assault as well as their non-offending parents/carers and significant others.

This response includes:

1. Case management, counselling, crisis counselling, advocacy and support during medical examinations.
2. Intake, assessment, case planning and referral functions,
3. Participation on the afterhours sexual assault roster
4. Court preparation and court support

This position is to ensure the provision of optimal health outcomes consistent with SWSLHD policies and procedures, standards, relevant legislation, and the NSW Health Code of Conduct. The position will also participate in professional development, clinical supervision, teaching, quality activities and other relevant departmental and administrative duties.

Child, Youth and Family Clinical Services Directorate staff work within a trauma informed framework with an understanding of and responsiveness to the impact of trauma on children, young people and their families. The position will ensure that services are provided in a manner that is welcoming, safe and appropriate for all, including individuals, families and communities who have experienced trauma. By adopting a trauma-informed and family sensitive approach, health services can play a key part in identifying and meeting the needs of children, young people, individuals, families and communities who are vulnerable.

Key Accountabilities (**Maximum of 12 Accountabilities **Maximum 3800 characters including spaces**)

Clinical

- Demonstrate a high level of clinical care that is delivered within professional, organisational, legal and ethical boundaries and reflects evidence based practice and knowledge.
- Demonstrate the application of specialised clinical knowledge with the clinical specialty when performing novel, complex or critical tasks.
- Exercise and articulate independent clinical professional judgement when required in solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaptation or modification.
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- Demonstrate a high level of intervention skills in:
 - Assessment, counselling, psycho-education,
 - Counselling assessment and support for general and forensic medical presentations
 - Court preparation and court support
 - Clinical reports, referrals, information and advocacy
 - Liaison with stakeholders (i.e. JIRT, Police, FACS, ODPP & NGO's) to develop formal and informal links with agencies involved with the client.
 - Facilitating group work programs, health promotion and community development activities in conjunction with other team members and professionals
 - Participation on the Afterhours Forensic Medical Sexual Assault roster.

Professional

- Participate in continuous quality improvement activities, business plan activities, research and EQUIP as directed by the Service Manager.
- Participate in professional development activities in accordance with departmental priorities and policies as negotiated with Clinical/Service Manager including:
 - Managing for performance including development of professional development plan
 - Clinical supervision
 - Support and mentorship of Level 1- 2 where applicable
 - Administrative supervision
 - Peer reviews
 - Clinical competencies
 - External professional development courses

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- Ensure that work is conducted in a manner that demonstrates values of cultural respect for Aboriginal people and diverse communities in accordance with SWSLHD's CORE Values, Transforming Your Experience, the AASW Code of Ethics / APS Code of Ethics, and EEO principles.

Administrative

- Maintain adequate client records including, progress notes and reports, databases and statistics relevant to the service. Complete work in a timely manner, and meet all prescribed key performance indicators.
-

Other

- Fulfil other departmental duties as required by the Service Manager or their delegate.

Position Description



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Key Challenges (**Minimum of 1 maximum of 3** (Maximum 1000 characters per challenge))

- Overseeing service delivery, workload allocation and prioritising competing demands in situations of professional or emotional intensity.
- Remaining flexible, open and composed in difficult situations particularly when working with clients with high levels of distress, anger and anxiety.
- Negotiating intra and inter-agency differences for the best client outcomes.

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Selection Criteria

****Maximum of 8 Selection Criteria** **Maximum of 3800 characters including spaces for all criteria****

1. Being a woman is a genuine requirement for this position under Section 31.2H of the Anti-Discrimination Act 1977.
2. Proven ability to work independently and collaboratively as part of a team and build partnerships with local agencies.
3. Demonstrated high level of communication skills (written and verbal) and demonstrated computer skills.
4. Evidence of commitment to clinical supervision and professional learning.
5. Demonstrated understanding of, and commitment to quality processes, and the application of evidenced based practice within counselling.
6. Demonstrated advanced skills and experience in providing therapeutic interventions to children, young people and adults affected by sexual assault.
7. Demonstrated high level of understanding of; Child Protection, the Children and Young Peoples Care and Protection Act and issues related to children, young people and adults affected by sexual assault.

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Jobs Demand Checklist

Job Demands Frequency Key:

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)

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

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Jobs Demand Checklist (Continued)

Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	N
Driving - Operating any motor powered vehicle	F
Sensory Demands	
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	F
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	F
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	N
Taste - Use of taste is an integral part of work performance e.g. Food preparation	N
Touch - Use of touch is an integral part of work performance	N
Psychosocial Demands	
Distressed People - e.g. Emergency or grief situations	F
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	O
Unpredictable People - e.g. Dementia, mental illness, head injuries	F
Restraining - involvement in physical containment of patients / clients	N
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	C
Environmental Demands	
Dust - Exposure to atmospheric dust	N
Gases - Working with explosive or flammable gases requiring precautionary measures	N
Fumes - Exposure to noxious or toxic fumes	N
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	N
Hazardous substances - e.g. Dry chemicals, glues	N
Noise - Environmental / background noise necessitates people raise their voice to be heard	N
Inadequate Lighting - Risk of trips, falls or eyestrain	N
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	N

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Jobs Demand Checklist (Continued)	
Environmental Demands (Continued)	
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	N
Confined Spaces - areas where only one egress (escape route) exists	O
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	N
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	N
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	N
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	N

Created By: Catherine Lovan

Title: Service Manager Sexual Assault Service /JCRP/FMS

Approved By: _____

Title: _____