



Position Description

Title	Casual Associate/ Genetic Counsellor
Department	Clinical Genetics Service
Classification	Grade 2 Year 3 – Grade 3 Year 1
Agreement	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) 2021-2025
Responsible to	Clinical Genetics Service Manager

The Royal Women's Hospital

The Royal Women's Hospital (the Women's) has provided health services to women and newborn babies in Victoria since 1856 and is now Australia's largest specialist women's hospital. The Women's is recognised as a leader in its field, with expertise in maternity services and the care of newborn babies, gynaecology, assisted reproduction, women's health and cancer services.

The Women's Vision and Values

The Women's believes that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

The Women's Vision is: *Creating healthier futures for women and babies.*

Our values are: *Courage, Passion, Discovery and Respect.*

The Women's Declaration

The Women's Declaration reflects the principles and philosophies so fundamental to the hospital that they are the foundation on which rests everything we do. This is a declaration of the Women's role, function, purpose and promise:

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

Strategic Directions

The Women's Strategic Plan 2022 - 2025 contains four strategic priorities and fourteen initiatives of strategic focus, to achieve our vision of *Creating healthier futures for women and babies.*

The Women's four strategic priorities are:

1. We provide leading care for women and newborns
2. We partner to create exceptional experiences every day
3. We are the best place to work, learn and contribute
4. We lead and partner to influence change

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Department/Unit Specific Overview

The Clinical Genetics Service provides genetic counselling, genetic and genomic testing to individuals with, or at risk of, genetic conditions who are referred to The Women's and the Joan Kirner Women's and Children's (Joan Kirner) Hospitals. This includes individuals in the northwest and western parts of Victoria.

Position Purpose

The position provides genetic counselling to patients of the Clinical Genetics Service at the Parkville and the Joan Kirner Hospital sites as needed. The role contributes to the overall performance of the Clinical Genetics Service's team and the quality and safety of care to those referred to the service.

Responsibilities & Major Activities

Clinical Expertise/Skills

- Provide high-quality genetic counselling to patients referred to the Clinical Genetics Service (face-to-face or telehealth) including assessment, planning, facilitation of testing, monitoring and follow up.
- Provide high-quality bereavement care for patients of the genetics service undergoing termination of pregnancy.
- Provide prompt assessment and triage of newly referred patients within expected key performance indicators set for the team/role.
- Modify service delivery in line with evidence-based practice where agreed with team/manager.
- Plan and manage your workload to ensure adequate time to meet the objectives of the position, seeking assistance if unsure.
- Prioritise workload in accordance with hospital procedures and guidelines, clinical urgency, and the direct impact on management.
- Attend the appropriate clinical meetings to assess relevance and results of service provision and learn about the patient experience.
- Manage complaints or behaviours of concern with appropriate responses and use of de-escalation techniques where necessary.

Safe practice and environment

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and guidelines.
- Maintain a safe working environment for yourself, your colleagues, and members of the public, including but not limited to occupational health and safety considerations, infection prevention and control, etc.
- Escalate incidents, risks, issues, conflicts, or concerns in a timely way to the Manager and participate in problem-solving and mitigating risks or issues.
- Actively participate in credentialing and scope of practice processes.
- Participate in multidisciplinary training sessions and orientation sessions for others as requested.
- Promote and participate in the evaluation and continuous improvement processes.
- Demonstrate practice in line with the principles of patient-centred care.
- Comply with RWH mandatory competency requirements.

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- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Have a full working knowledge of emergency procedures.

Research and training

- Continue to develop professional skills and knowledge with a high level of motivation and dedication through self-directed learning, observation of others, and by engaging in agreed and approved professional development activities. Maintain an up-to-date record of this.
- Identify opportunities for training, self-learning, and professional development to meet requirements of ongoing professional registration with HGSA including in-services, and seminars.
- Participate in mandatory training.
- Develop knowledge and understanding within an evidence-based framework and transfer to situations encountered in practice to promote lifelong learning.
- Attend the appropriate clinical meetings within the hospital/s to assess relevance and impact of genetic counselling.

Practice improvement and Service development

- Participate in the development and reporting of agreed quality activities associated with your workload.
- Foster an organisational culture that promotes service improvement, innovation, and research.

Information and data management

- Ensure that adequate, accurate and timely information and records are maintained in the Women's electronic medical record (EMR).
- Maintain accurate statistical systems to collect and collate service provision data for reporting.
- Ensure all documentation and data meets the requirements of the Department of Health including all statutory requirements.
- Work within the guidelines of the appointments and reporting systems in the department.
- Immediately report data issues or problems to supervisor/manager.
- Foster teamwork and information sharing among all disciplines within the Women's.

Professional responsibilities

- Adhere to the Women's and professional codes of conduct and code of ethics in all areas of practice.
- Actively participate in orientation program to the role, team, and organisation.
- Demonstrate skill and judgement in an efficient, professional manner, and in accordance with current standards of care and accepted professional practice.
- Actively engage in the performance development review process annually.
- Adhere to HGSA requirements for ongoing registration as a Genetic Counsellor.

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- Plan and manage own workload to ensure adequate time for achievement of the objectives of the position.
- Apply conflict resolution knowledge and skills when dealing with problems.
- Participate in any projects, other duties, or tasks as directed and requested.
- Attend all meetings relevant to the position.
- Work at locations directed by the Manager.
- Deliver clinical care in line with the Women's statement of priorities, departmental goals, key performance indicators (KPIs) and other relevant deliverables.

Advocacy

- Promote the role and importance of clinical genetics and allied health within and external to the Women's.
- Participate in external and internal educational opportunities to increase knowledge and awareness of clinical genetics in other healthcare providers.

Communication

- Communicate effectively with patients, family members, staff, departments and external providers individually and as part of a team to deliver high quality patient care outcomes.
- Demonstrate excellence in customer service communications especially patient/parent/carer contact to ensure understanding and informed consent.
- Hand over relevant information relating to planned work, work in progress and other relevant responsibilities.
- Demonstrate excellent interpersonal and negotiation skills.

Stakeholder relationships

- Maintain effective relationships with specialist services and medical units within the hospitals, and external referrers and stakeholders.

Key Performance Indicators

Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. These will be set with you as part of your Performance Development plan within the first six months of your appointment to the position.

- Active participation in regular supervision (clinical, operational, and professional).
- Provide a high-level of patient-centred care and positive experience of allied health services for patients and families attending the Women's.
- Positively contribute to the reputation of the department and allied health services at the Women's.
- Report and respond to all organisational and clinical incidents in a timely way.
- Maintain, or further improve, satisfactory quality of therapeutic care outcomes.
- Maintain expected wait times for referrals as defined by departmental KPIs.

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- Ensure prompt response to allocated referrals, selecting most appropriate methods for assessment and intervention as appropriate to competencies endorsed by supervisor and asking for help if required.
- Demonstrate consistent, safe discharge practices and onward referral where indicated.
- Demonstrate positive relationship building within the team, contributing to a healthy and safe working environment, where it is safe to speak up.
- Respond to and report all organisational and clinical incidents.
- Attend department punctually for rostered working hours.

Key Selection Criteria

Experience/Qualifications/Competencies

- Relevant postgraduate/qualifying degree in Genetic Counselling
- Part 1 Certification in Genetic Counselling by the Human Genetics Society of Australasia (Board Eligible)
- Full registration with HGSA.
- Eligibility for membership of the Australasian Society of Genetic Counsellors.

Essential Criteria

- Broad knowledge and understanding of genetic counselling, including medical, genetic and psychosocial aspects
- Excellent verbal and written communication skills
- Knowledge of ethical issues and confidentiality as they relate to the practice of clinical genetics.
- Ability to work within a multidisciplinary team positively and effectively.
- Compliance with the HGSA Code of Ethics (2020).
- Demonstrated organisational and problem-solving skills.

Desirable Criteria

- Ability to work as a sole practitioner and as part of a multidisciplinary team, with appropriate supervision from senior clinicians.
- Competent computer literacy including use standard Microsoft office software.
- An interest in and commitment to women's health, and understanding of the impact of social determinants on health and wellbeing.
- Experience in managing small projects including project development, multidisciplinary engagement, and evaluation and reporting.

Attributes

- Embodies the Women's values of courage, passion, discovery and respect
- Well-developed interpersonal skills with a desire to engage with your team
- Positive, "Can do" and flexible approach

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- Ability to balance competing and conflicting priorities
- Professional demeanor

Organisational Relationships

Internal relationships

- Clinical and administrative staff from other clinical service areas who you interact with to deliver quality care to our patients at both The Women's and Joan Kirner Hospitals.
- Clinical Genetics team at The Women's and Joan Kirner Hospital
- Director of Allied Health and Clinical Support Services

External relationships

- Medical, scientific and counselling staff of external Genetics Services and Genetic testing laboratories including Royal Melbourne Hospital and Victorian Clinical Genetics Services
- Community support agencies and support groups

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Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions at the Women's. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not Applicable
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting / crouching – adopting these postures to complete tasks	Rare
Leg / foot movement to operate equipment	Not Applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Occasional
Lifting / carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5–10 kilos	Rare
– Heavy lifting and carrying – 10–20 kilos.	Rare
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10–20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Occasional
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Occasional
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Frequent
– Gripping, holding, twisting, clasping with fingers / hands	Frequent
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Occasional
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	Prolonged/Constant
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Prolonged/Constant
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Frequent
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	0–15% of time in the position
Not Applicable	

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Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. The Women's expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator for the Women's. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence, all staff are responsible and accountable to ensure that (within their area of work):

- Data recording and reporting, (including RWH external reporting) is timely, accurate (ie error free) and fit for purpose
- Data management system policies and control processes are complied with on all occasions
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for the Royal Women's Hospital to undertake a national Police check
- The Women's expects staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels

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Staff Vaccination Requirements

COVID 19 Vaccination

Provide evidence that they have received a full COVID-19 Vaccination, or provide evidence from a medical practitioner certifying that an exception applies related to a contraindication to the administration of the COVID-19 vaccination. This includes employees in all roles at the Women's Hospital. This requirement is in line with the directions pursuant to section 200 (1)(d) of the Public Health and Wellbeing Act 2008 (Vic).

Influenza Vaccination

In line with the Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Act 2020, some health care workers are now required to have their flu vaccination to work in health care. Evidence of vaccination is required.

As this role fits into category A or B of the departments risk ratings, applicants will be required to have been vaccinated against influenza. Evidence of vaccination is required.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

Declaration

I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Developed Date: October 2024

Developed by: Clinical Genetics Service Manager

Date of next Review: October 2025

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