



Position Description

Title	CASA House Manager
Department	CASA House and Sexual Assault Crisis Line
Classification	Social Worker Grade 4 or equivalent qualification
Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Responsible to	Senior Sexual Assault Services Manager

The Royal Women's Hospital

Since 1856, the Royal Women's Hospital (the Women's) has been providing health services to women and newborn babies in Victoria. Today, the Women's is one of Australia's leading specialist public hospital dedicated to, and advocating for, the health and wellbeing of women and newborns. Through our campuses at Parkville and Sandringham and by supporting ten research centers, the Women's is advancing healthcare for women in maternity services and the care of newborn babies, gynaecology, women's health and women's cancer services.

The Women's Declaration

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.

We recognise that sex and gender affect women's health and healthcare

We are committed to the social model of health

We will care for women from all walks of life

We will lead health research for women and newborns

We will innovate healthcare for women and newborns

We will be a voice for women's health

In everything we do, we value courage, passion, discovery and respect

Further information on our organisation including our strategic plan is available at www.thewomens.org.au.

Strategic Directions

The Women's Strategic Plan 2022 - 2025 contains four strategic directions and four areas of strategic focus, to achieve our goal of patients and consumers at the heart of everything we do.

The Women's four strategic directions are:

1. We will provide an exceptional patient and consumer experience that delivers improved health outcomes for women and newborns
2. We will provide state-wide leadership in women's and newborns' healthcare
3. Our research, knowledge translation and innovation will lead and drive better health outcomes for women and newborns

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4. We will invest in our people and our resources to meet the changing needs of our patients and consumers

Organisational Context

The Women's Social Model of Health Division reinforces the Women's 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 multidisciplinary services and programs that specialise in providing care to women facing challenges that may adversely affect their health. 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.

Division Specific Overview

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.

Informed by a strong evidence base, the Social Model of Health Division works to ensure the Women's can offer a continuum of care approach depending on the complexity of each woman's clinical presentation and social circumstance. The division plays a key role in guiding and supporting a number of specialist services as well as providing state-wide leadership and advocacy on a number of issues in this space.

This division brings together a number of established and critical clinical and social services including:

- Women's Mental Health Service
- Social Work
- Badjurr-Bulok Wilam our Aboriginal Health Liaison Service
- Spiritual Care
- Women's Alcohol and Drug Service (WADS)
- Family and Reproductive Rights Education Program (FARREP)
- A range of highly specialised services focused on violence against women, including the Strengthening Hospital Response to Family Violence program, the Centre Against Sexual Assault service and the Sexual Assault Crisis Line
- The Cornelia Project, a new multi-agency service focused on providing an accommodation for up to one year, integrated health care and support to homeless mothers and babies.

With strong linkages and partnerships across the hospital and with several universities and research leaders, there is future scope to influence the research agenda across the Women's and elsewhere, and to draw upon the considerable in-house expertise to raise profile and awareness of this important work.

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CASA overview

CASA House 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 & 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. CASA House is committed to ensuring the silence which surrounds sexual assault continues to be broken and that victim/ survivors are provided with timely support. CASA House is committed to an intersectional feminist and violence and trauma informed approach to understanding and responding to sexual assault.

Position Purpose

The CASA House Manager is responsible for the leadership, support and co-ordination of counsellors/advocates and other CASA house staff and the day to day management of the CASA House service. The CASA House Manager is responsible for ensuring the provision of evidence-based high quality services to victim/survivors. The CASA House Manager is also responsible for the supervision of the CASA House staff.

Responsibilities & Major Activities

Leadership/Strategic Development/Management

- Provide management and leadership to a team of permanent, fixed term and casual staff counsellor/advocates in relation to knowledge of current research and best practice in the area of crisis counselling and advocacy for victim/survivors of sexual assault
- Ensure the smooth day to day operation of CASA and ensuring the co-ordination of core service delivery.
- Manage the CASA House duty and on-call roster to ensure that all shifts are covered and adequate staffing is available
- Manage and lead a team of permanent and casual staff, including the recruitment, orientation and performance management of staff
- Motivate and help your team members set performance goals, and then track results and evaluate performance effectiveness
- Provide coaching – engage with staff in developing and committing to their plan that targets specific behaviours, skills or knowledge needed to ensure performance improvement
- Work with your team to assume joint responsibility for monitoring and evaluating activity and develop strategies to improve team outcomes. Inspire others by motivating them towards higher levels of performance that are aligned with The Women's vision and values
- Demonstrate emotional awareness by establishing and sustaining trusting relationships in a complex hospital environment. Aim to accurately perceive and interpret your own and your staff's emotions and behaviour; exercise self-insight to effectively regulate your own responses
- Provide a visible leadership presence in your clinical area and promote multidisciplinary teamwork by assigning tasks and decision-making responsibilities to individuals or teams. Provide staff with clear boundaries, expectations, support and follow-up
- Monitor the performance of assigned counsellor/advocates and ensure that timely support and debriefing is available following critical incidents

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- Ensure performance meets the Women's policies, procedures, accreditation and statutory requirements including service agreements and any operational plans
- Demonstrate leadership in Quality Improvement activities including preparation of the service for full and mid cycle accreditation activities
- In collaboration with the Senior Sexual Assault Services Manager, develop, implement and monitor the DHHS funding and service agreement and any operational plans
- Manage escalated client issues or complaints appropriately
- In collaboration with the SACL Manager, ensure CASA staff are well orientated to both CASA and SACL policies and procedures
- Report to the Senior Sexual Assault Services Manager on issues affecting achievement of objectives
- In collaboration with the Senior Sexual Assault Services Manager, lead the strategic planning of CASA House
- In collaboration with the Senior Sexual Assault Services Manager, develop and monitor the annual budget for CASA House
- In collaboration with the Senior Sexual Assault Services Manager develop and write proposals for relevant new services, grants or initiatives.

Clinical Expertise/Skills

- Provide professional and clinical leadership to CASA staff including regular supervision in accordance with AASW practice standards or relevant professional body to assist them in the provision of crisis care, counselling and advocacy
- Provide counsellor/advocates with informed secondary consultations and assist in making informed referrals and developing plans to respond to victim/survivors presenting with multiple needs and complex issues
- Demonstrated commitment to a rights/advocacy approach to service delivery within a feminist framework
- In collaboration with key stakeholders, develop, modify and maintain effective, high quality models of care and service delivery practices in line with current evidence-based practice
- Ensure service users are involved in decision making regarding their care plans and regular reviews
- In conjunction with General Counsel and Health Records and Information, respond to all Freedom of Information requests and subpoenas including representing CASA house at relevant Court's and Tribunals when required
- Possess high level theoretical understanding and an intersectional approach to your clinical practice in relation to working with victim/survivors of sexual assault including knowledge of complex trauma
- Using an intersectional approach, demonstrate an understanding of cultural issues with a view to provision of culturally safe and responsive practice
- Modification of service delivery practices in line with current evidence-based practice
- Act as a clinical resource to healthcare professionals within The Women's and with other Health providers
- Critically review and keep up to date with relevant professional literature
- Ensure there is collaborative care planning for service users shared with SACL, and other Women's services

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- Work closely with the multidisciplinary team involved in the care of victim/survivors and their families
- Critically review and keep up to date with relevant professional literature with a view to development of resource knowledge and effective use of resources in practice
- Ensure performance meet's the Women's policies, procedures, accreditation and statutory requirements

Professional responsibilities

- Lead and participate in team meetings, supervision, peer resourcing and service planning forums
- Participate in and provide to your staff an annual performance development review and ensure compliance all mandatory competencies are completed
- Represent CASA and Social Model of Health at any external meetings as requested by the Senior Sexual Assault Services Manager and actively promote CASA and Social Model of Health
- Keep up to date with Commonwealth and State Government initiatives that pertain to CASA House
- Complete an annual performance development review and ensure mandatory competencies are up to date
- 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
- Development and maintenance of effective working relationships with internal and external stakeholders.
- Participate in portfolio work or any other project work as required
- Attend all meetings relevant to the position
- Apply conflict resolution skills when dealing with problems
- Actively contribute to Social Work activities across the Women's
- Assume extra responsibilities as requested by the Senior Sexual Assault Services Manager.

Safe practice and environment

- Lead quality improvement activities with involvement of the RWH Quality and Safety team as necessary
- Address the concerns and complaints of service users, team members, other hospital departments and other professionals to ensure that the quality of the service improves; hold yourself and others accountable for providing a positive patient experience; use appropriate techniques to resolve difficult patient situations and regain their confidence. Escalate concerns and complaints appropriately
- 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.

Research and Training

- Foster and encourage a research-based culture and promote participation in clinical evaluation activities

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- Identify and lead research opportunities arising from direct practice
- Critically review and keep up to date with professional literature relevant to sexual assault
- Participate in the development and delivery of community education and training
- Use available data to develop research questions focused upon quality review and improvement of CASA service provision
- In collaboration with the University sector, support the provision of high-quality clinical education to undergraduate and post graduate allied health students
- Identify opportunities and support collaboration between SACL, CASA House and other Women's departments/ services and University researchers in relation to sexual assault and violence against women.

Practice improvement and Service development

- Lead and undertake clinical audits.
- Develop and implement mechanisms to ensure that service users are provided with opportunities in service planning and evaluation.
- Foster an organisational culture that promotes service improvement and innovation
- Ensure that CASA House undertakes quality improvement planning in line with organisational requirements.
- Lead/oversee the development and implementation of relevant policies, procedures and guidelines in collaboration with the SACL Manager and Senior Sexual Assault Services Manager.
- Assist in the development of CASA House by initiating new clinical projects .
- Ensure services are delivered in accordance with DHHS, AASW and SAS Vic standards .
- Actively develop benchmarking opportunities to evaluate the ongoing effectiveness and efficiency of CASA House.
- Identify service trends and assist the Senior Sexual Assault Services Manager in the reporting on outcomes and performance to DHHS.
- Actively participate in supervision with the Senior Sexual Assault Services Manager.
- 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 Health and Human Service Standards.

Information and data management

- Using the relevant databases, maintain timely and accurate statistical data of all work
- Ensure documentation and data meets the requirements of the Department of Health and Human Services, including all statutory requirements and relevant hospital policies and guidelines
- Undertake documentation audits of direct reports on an annual basis
- Ensure collation, entry and analysis of statistics in a timely manner as requested by the Senior Sexual Assault Services Manager.

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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.

- Demonstrate your extensive specialist knowledge in the area of sexual assault through the provision of clinical consultations on complex clinical matters to Counsellor/Advocates
- Demonstrate leadership and management skills through the smooth day to day operation of CASA
- Provision of a service based on an intersectional feminist, rights advocacy, violence and trauma informed practice framework
- Provision of high-quality counselling, crisis care and follow up services for victim/survivors of sexual assault
- Build knowledge and capacity within the team in the area of sexual assault and actively encourage the team to use you as a resource for the theoretical knowledge of sexual assault and counselling practice
- Provide Counsellor/Advocates with regular supervision in accordance with AASW practice standards or relevant professional body to assist them in the provision of crisis care, counselling and advocacy
- Participation in the on call after-hours roster to provide debriefing and consultation to staff on shift and where required to undertake shift cover and undertake direct clinical practice with service users
- Participation in and provision of professional development, supervision, debriefing and consultation
- Participation in Annual Performance Review process and ensure compliance with completion of mandatory competencies.

Key Selection Criteria

Essential Criteria/Attributes

Experience/Qualifications/Competencies/Skills

- Tertiary qualifications in Social Work or other relevant health profession which includes a primary focus on the impacts, trauma, attachment and development; and a practical component such as counselling or case work practice
- Eligibility for membership with the Australian Association of Social Workers (AASW) or other relevant professional body
- Demonstrated crisis counselling experience and extensive specialist knowledge and skills in supporting survivors of sexual assault and violence
- Previous experience of effective leadership in a complex environment, including responding to crisis situations and implementing change
- Ability to work independently and as part of a team
- Demonstrated ability to work effectively within a team whilst maintaining leadership and accountability
- Extensive experience in providing professional supervision
- High level written and verbal communication skills, negotiation and advocacy skills
- High level planning and organisational skills
- Knowledge of contemporary issues in regard to violence against women in policy and practice

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- Provision of a service based on an intersectional feminist, rights advocacy, violence and trauma informed practice framework
- 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.
- Minimum of ten years' experience either as a practising Social Worker or working in the area of trauma and sexual assault.

Desirable Criteria/Attributes

- Previous experience working within a public hospital setting
- Previous experience in research, program evaluation/development
- Post graduate qualifications in Social Work, health or a related area.
- Embodies the Women's values of courage, passion, discovery and respect
- "Can do" and flexible approach
- Well-developed interpersonal skills
- Balancing sometimes competing and conflicting priorities
- Time management and prioritising
- Professional demeanour
- Ability to work in a crisis orientated service
- The ability to work independently and as a solo worker on shift but seek consultation where necessary.

Organisational Relationships

The position reports directly to the Grade 5 Senior Sexual Assault Services Manager, and involves a range of other important relationships:

Internal relationships

- Women's Emergency Centre
- Social Model of Health
- All Royal Women's Hospital divisions
- After Hours Manager
- General Counsel
- Actively promote CASA House and represent the service as requested

External relationships

- Inner Melbourne Community Legal
- Other Hospitals and Health providers
- Victorian Institute of Forensic Medicine
- Community Service Organisations
- Government departments including Department of Families, Fairness and Housing and Family Safety Victoria
- Community Service Organisations
- Victoria Police, particularly the Sexual Offences and Child Abuse Investigation Team (SOCIT)

Staffing

Number of staff: 21
 Reporting Directly: 4
 Total EFT: 15
 Budget Responsibility: \$1.9M

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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	N/A
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,	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	N/A
Squatting / crouching – adopting these postures to complete tasks	N/A
Leg / foot movement to operate equipment	N/A
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5–10 kilos	N/A
– Heavy lifting and carrying – 10–20 kilos.	N/A
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	N/A
– moderate push / pull forces 10–20 kg	N/A
– heavy push / pull forces over 20 kg	N/A
Reaching – arm fully extended forward or raised above shoulder	Rare
Head / Neck Postures – holding head in a position other than neutral (facing forward)	N/A
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.	N/A
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.	N/A
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	Occasional
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Frequent
Exposure to distressing situations	Occasional
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 (i.e. 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
- Provide evidence that they have received a full dose of a COVID-19 vaccine; or provide evidence from a medical practitioner certifying that an exception applies, related to a contraindication to the administration of a COVID-19 vaccine. This requirement applies to all employees in all roles at the Women's. This requirement is in line with the directions pursuant to section 200 (1)(d) of the Public Health and Wellbeing Act 2008 (Vic).
- 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 C of the departments risk ratings, applicants are strongly encouraged (although not required) to be vaccinated against

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct
- Health Practitioner Regulation National Law Act (2009)
- Registration with Australian Health Practitioner Regulation Agency (AHPRA)
- Drugs, Poisons and Controlled Substances Regulations 2006

Declaration

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

Employee Name:

Employee Signature:

Date:

Update Date: December 2024

Developed By: Director, Social Model of Health

Date of next Review: December 2025

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