
POSITION TITLE:	Family Violence and General Case Worker
RESPONSIBLE TO:	Director of Community Health
DEPARTMENT:	Welfare
AWARD:	Health Professionals
CLASSIFICATION:	As per Award
REPORTS TO:	Welfare Team Leader
CONTRACT:	As per employment contract

POSITION STATEMENT

This position supports the Welfare team to deliver family violence and general case management services across hospital and community settings.

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)

- Deliver specialist support to victim survivors of family violence including safety planning, goal setting, intervention order navigation and attending court as a support person and advocate.
- Ensure consistent application of the Family Violence Multi-Agency Risk Assessment and Management (MARAM) framework to identify, assess and manage family violence risk.
- Collaborate effectively within an interdisciplinary team to provide generalist case work for complex clients in the community.
- Offer emotional support to assist clients to navigate traumatic experiences and stabilise their situations.
- Act as a resource person for the aged care and acute hospital team, and assist with general case management, discharge planning and post-acute follow up.
- Maintain accurate and timely clinical documentation in the relevant clinical information systems and report statistical data as required.
- Engage in reflective practice, professional supervision, incident debriefing, and other support processes as requested by the Welfare team leader.
- Lead family violence community awareness activities and maintain professional linkages with external stakeholders, peak bodies and other family violence practitioners.

QUALIFICATIONS

Specialist family violence experience within the previous four years; **OR** a Bachelor of Social Work of equivalent; **OR** qualifying as a Social Work or equivalent within five years of starting employment as a new Family Violence Practitioner.

KNOWLEDGE, SKILLS and ATTRIBUTES

- Capacity to deal with complex stressful and violent situations where trauma may be present.
- Willingness to undertake further learning as required.
- Strong awareness of personal, team and client safety and confidentiality.
- Experience recording concise and accurate documentation in electronic record management systems.
- Understanding of the Family Violence Multi-Agency Risk Assessment and Management (MARAM) framework.
- Highly developed interpersonal skills to collaborate effectively within an interdisciplinary team.
- Experience leading community awareness activities and maintaining professional linkages with external stakeholders.

HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values
Respect, Integrity, Compassion, Excellence, Community
- All employees of Orbest Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.
- Participate in the annual review and planning process, completing an annual performance review which is in line with the strategic objectives of Orbest Regional Health
- During the annual performance review discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.
- ORH promotes the safety and wellbeing of all children and particularly those from culturally and/or linguistically diverse backgrounds. Working with children checks are required for staff who work with children under 16, and understanding of implementation of safe practices with children including mandatory reporting of child abuse is a requirement of ongoing employment.

ADMINISTRATION

- Be conversant with Orbest Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
- Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.

- Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.
- Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.
- Undertake all vaccinations, infection control and personal protective equipment requirements (such as mask fit testing) as per Government guidelines and policies, and understand that following these guideline is a condition of continued employment.

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QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all Multi Purpose Service activities are in accordance with the
 - National Safety and Quality Health Service Standards (organisation wide)
 - Community Care Common Standards (Home and Community Care)
 - Department of Human Services Standards (Disability and Homelessness Support)
 - Royal Australian College of General Practitioners Standards (Medical Clinic);
 - Diagnostic Imaging Standards (Radiology).
- Actively participate in the Orbost Regional Health quality program and accreditation processes against the above standards.
- Are confidently able to complete a Riskman quality activity.
- Be able to identify risks and follow the Orbost Regional Health Risk Management Policy and procedure.
- Have processes to monitor and evaluate the performance of the services provided by the work area.
- Be aware of Orbost Regional Health’s approach to quality and safety that includes: Risk management, Clinical governance, Patient centred care and Consumer rights and responsibilities, Diversity, Workplace Health, Safety & Wellbeing, Performance reporting and Monitoring, Partnering with Consumers, Quality Improvement and Open Disclosure. Refer Staff Guides located in Prompt.

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AUTHORITY AND CONDITIONS

- All employees of Orbost Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbost Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.

I have read, understood and accepted this Position Description.

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(Employee Name)

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Executive Title

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Signature

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Signature

.....
Date

.....
Date

Orbost Regional Health reserves the right to review and amend this document at its discretion.

KEY SELECTION CRITERIA

Essential Criteria

- Current unrestricted Victorian driver's licence.
- Meet the [minimum qualification policy](#) for special family violence practitioners:
 - Specialist family violence experience within the previous 4 years **OR**
 - Bachelor of Social Work or equivalent **OR**
 - Qualify as a Social Work or equivalent within five years of starting employment as a new Family Violence Practitioner.

Desirable Criteria

- Demonstrated ability to independently deliver high-quality case work and advocacy for complex clients.
- Experience recording appropriate documentation in the relevant clinical information systems.
- Experience working within the Family Violence Multi-Agency Risk Assessment and Management (MARAM) framework.
- Experience delivering counselling to individuals and facilitating group therapy interventions.
- Willingness to undertake further learning as required.
- Demonstrated strong awareness of personal, team and client safety and confidentiality.

Orbost Regional Health Position Description - Attachment 1

Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
Emergency Response	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
Manual Handling	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
No Lift	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
Hand Hygiene	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
Basic Life Support	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Medication Administration General Adult & IV competency	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs)	Online training	Clinical standards
Falls Prevention	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
Neonatal Resuscitation	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
Advanced Life Support	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Triage	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
Blood Safe	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
Aseptic Technique	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
Bullying and Harassment	Orientation	Mandatory	All ORH Staff	Online Training	People and Culture
Risk Management	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
Occupational Violence	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
OHS	Orientation	Mandatory	All ORH Staff	Online Training	OH&S
Cybersecurity training for health services	Orientation	Mandatory	All ORH Staff	Online Training	MPS Managers
NDIS Worker Orientation Program	Orientation (post June 2020)	Mandatory	NDIS workers	Online Training	People and Culture
NDIS Code of Conduct for Workers	Orientation & annual (post January 2021)	Mandatory	NDIS workers	Online Training	People and Culture

Orbost Regional Health Position Description – Attachment 2
Organisation wide – Orientation & Annual Information Update

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion