

## Position description

<b>Position title</b>	Manager Gatehouse Centre		
<b>Department / Division</b>	Gatehouse Centre, Allied Health Directorate, Division of Nursing & Allied Health		
<b>Classification</b>	SC47 – Social Worker Grade 5 TT16 - Psychologist Grade 5	<b>Employment Status</b>	0.8 EFT - Ongoing
<b>Position reports to</b>	Operational: Director Allied Health Professional: as per designated profession		
<b>Size of team</b>	FTE 32.4		
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville		

<p><b>The Royal Children's Hospital</b></p> <p>The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>
<p><b>ROLE PURPOSE</b></p> <p>The Gatehouse Centre is a department within the Royal Children's Hospital and was formally a member of the CASA Forum (one of the fifteen peak bodies of the Centres Against Sexual Assault), which is now the Sexual Assault Services, Victoria (SAS, Victoria). The Gatehouse Centre provides assessment, treatment, and advocacy services for:</p>

- Children, young people (aged between 0-17) and their families, living in the North and Western metropolitan area of Melbourne or the cities of Moreland and Hume, where sexual abuse is known or suspected to have happened.
- Children, young people (aged between 0-18) and their families, living in the North and Western metropolitan area of Melbourne or the cities of Moreland and Hume, where problem or harmful sexual behaviours are a concern.
- Royal Children's Hospital Inpatients and outpatients presenting to all RCH Services where sexual assault is identified or suspected.
- Children and young people and their families requiring crisis support and counselling services jointly with the Victorian Forensic Paediatric Medical Service (VFPMS) and RCH Emergency Department Services 24 hrs a day.
- Counselling and therapeutic services at five outreach sites in West and part of the Northern region.

The Gatehouse Centre also provides an Education and Training program and a Research program.

#### KEY ACCOUNTABILITIES

- Develop and maintain systems to support governance, co-ordination, and delivery of the services at the Royal Children's Hospital and outreach centres.
- Manage, develop, and support the staff who deliver individual and group treatments, crisis care, outreach services and on call services,
- Advocate, consult and liaise with internal and external stakeholders, to enhance education and training and research.
- Work across key internal and external stakeholders to meet the recommendations of both the Federal Royal Commission into Institutional Sexual Abuse and the Victorian Royal Commission into Family Violence and the associated legislative changes; particularly Family Violence Recommendation 31 and 32, MARAM compliance,
- Further enhance capability to provide services to LGBTIQ group
- Further enhance capability for the service to meet the needs of children and young people with Disability
- Further enhance harmful sexual behaviours (HSB) Program and to meet the project objectives of Gatehouse and SAS Victoria prevention program
- Ensure key clinical service reporting to Family Safety Victoria, (FSV), the Department of Families, Fairness and Housing (DFFH) and Govt is met and to link with external stakeholders across government, non-government, and community services.
- Ensure the ongoing development of Gatehouse Centre services and structures to enable adaptation to the changing environment whilst upholding Gatehouse Centre's profile and reputation.
- Represent Gatehouse and RCH as a member of the Peak Body Sexual Assault Services Victoria (SAS Victoria) including participation in the Sexual Assault Support Services (SASS) Network and the Harmful Sexual Behaviours (HSB) Network.
- Ensure Government, Legislative reform, SAS Victoria, and others include the developmental and trauma needs and requirements of services for children and young people.
- Ensure leadership and staff management for the provision of high quality, consistent clinical services to the cohorts of children and young people and their families presenting for care.
- Ensure the service demands are evaluated and appropriate allocation of staff and clinical resources are applied
- Ensure the management of the services – onsite and in outreach – that maintains quality clinical governance, high standards of human resources management and sound financial oversight and guidance.
- Ensure systems and processes are in place to meet the requirements to produce data analysis related to clinical activity and provision of regular reports to Family Safety Victoria (FSV), Department of Families Fairness and Housing (DFFH), RCH management and executive, and other Government departments and Ministers as required.

- Ensure systems and processes are in place to enable the provision of quality psychosocial care in paediatric healthcare and which reflect the understanding of the developmental requirements of traumatised children and young people.
- Ensure systems are in place to enhance the understanding of the causes, consequences, and impact of sexual assault and harmful sexual behaviours.
- Ensure leadership and strategic directions are linked to clinical demand and funding opportunities.
- Ensure adherence to all legislative requirements of the service and provision of evidence reports when required, including: accreditation, Information Sharing Entity (ISE), Family Violence Information Sharing Entity (FISS) and MARAM legislative requirements.
- Develop and maintain a culture of safety and continuous quality improvement within departmental programs, and within Allied Health. including supervision and support of professional staff.
- Establish and maintain regular communication with internal and external stakeholders, including but not limited to:
  - *Internally* - the Victorian Paediatric Forensic Medical Service, RCH Social Work department, RCH Mental Health and Psychology service, and
  - *Externally* - Sexual Assault Services Victoria (SAS Vic), Family Safety Victoria (FSV), Family Violence Services, Victoria Police- particularly the Sexual Offences and Child Abuse Investigation Team (SOCIT) and Family Violence Command, Department of Families Fairness and Housing (DFFH) - in particular, Child Protection, and Non-Government Organizations including Berry St, Anglicare, McKillop Family Services, and the Department of Justice and Community Safety (DJCS).
- Ensure systems and processes are in place to meet the diverse requirements of the Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities and the LGBTIQ communities and people with disabilities.

## QUALIFICATIONS AND EXPERIENCE

### Essential:

- A tertiary qualification in Psychology or Social Work and concomitant work experience in the areas of
- sexual abuse, and relational trauma family violence, attachment development, and child protection matters
- experience in managing human service agency with demonstrated capacity to operate in a high pressured and emotionally charged environment whilst balancing multiple competing demands.
- Hold a Master's degree in psychology and hold full registration with the Australian Health practitioner Regulation Agency (AHPRA) with approval as a supervisor, hold / be eligible to hold PsyBA endorsements/APS College Membership as a Clinical, Counselling or Forensic psychologist and eligibility for full membership of the APS
- Hold a post graduate Master's degree in Social Work with eligibility for membership with Australian Association of Social Workers (AASW)

### Desirable

- Experience in managing, developing and enhancing services and staff in a complex, busy environment
- Length of experience greater than 10 years in the nominated profession.
- Proven capacity for leadership of a strong team and ability to work collaboratively with agencies such as Child Protection, Police, Justice, and many others to continually improve the Victorian response to vulnerable children, young people and their families.
- Post Graduate qualification in a relevant field.
- Previous experience in working in a public hospital or sexual assault service.

- Experience in applying and managing the Family Violence and Institutional Sexual Abuse Royal Commissions recommendation including the MARAM, Information Sharing Entity (ISE) and Family Violence Entity (FVISS)

**Other Requirements:**

- Employees are required to undertake a National Criminal Record Check and a Working with Children
- Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- A current full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g., wearing glasses) while undertaking hospital duties (if applicable)
- Employees are required to maintain compliance with RCHs Staff Immunisation- Prevention of Vaccine Preventable Diseases" and regular COVID procedural Changes (e.g., lockdowns and WFH directives).

**KEY SELECTION CRITERIA**

Relevant experience and deep knowledge of the field of treatment of sexual assault and sexually abusive behaviours.

- Proven management skills of a diverse and demanding advocacy and clinical service.
- Demonstrated management and supervision of staff with the demonstrated accountability of clinical practice, and quality programming.
- Demonstrated understanding of the causes, consequences, and impact of sexual assault.
- The annual development of a strategic plan.
- Demonstrated competence in the management of a budget and reporting.
- Development and maintenance of high-quality clinical services with research.
- Commitment to the RCH Compact values.
- Relevant tertiary qualifications.
- Minimum of 10 years' experience of leadership and management in a complex environment.
- Specialist knowledge and experience of children and young people who have been sexually abused and those displaying harmful sexual behaviours.
- High level of competence and demonstrated experience in advocacy work including legislative and policy change
- High level of interpersonal, communication and written skills including experience in networking, negotiating, and working in strategic partnerships.

**IMPORTANT INFORMATION**

All employees are required to adhere to the Royal Children's Hospital Values:

- Unity - We work as a team and in partnership with our communities
- Respect - We respect the rights of all and treat people the way we would like them to treat us
- Integrity - We believe that how we work is as important as the work we do
- Excellence - We are committed to achieving our goals and improving outcomes

**RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others

- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

### QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

### INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. 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 Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	No
	This role is required to participate in an on-call roster	Yes
Sitting – remaining in a seated position to complete tasks		Frequent
Standing – remaining standing without moving about to perform tasks		Not Applicable
Walking – floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Not Applicable
Trunk twisting – turning from the waist to complete tasks		Not Applicable
Kneeling – remaining in a kneeling position to complete tasks		Not Applicable
Squatting/crouching – adopting these postures to complete tasks		Not Applicable
Leg/Foot movement – to operate equipment		Not Applicable
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Not Applicable

Lifting/Carrying	Light – less than 5 kilos	Not Applicable
	Moderate – 5-10 kilos	Not Applicable
	Heavy – 10-20 kilos	Not Applicable
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Not Applicable
	Moderate forces - 10-20 kilos	Not Applicable
	Heavy forces – over 20 kilos	Not Applicable
Reaching – arm fully extended forward or raised above shoulder		Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Not Applicable
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Not Applicable
	Gripping. Holding, twisting, clasping with fingers/hands	Not Applicable
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Not Applicable
<b>Sensory Demands</b>		Not Applicable
Sight – use of sight is integral to most tasks		Not Applicable
Hearing – use of hearing is integral to most tasks		Not Applicable
Touch – use of touch is integral to most tasks		Not Applicable
<b>Psychosocial Demands</b>		Prolonged/Constant
Observation skills – assessing/reviewing in/outpatients		Occasional
Problem solving issues associated with clinical and non-clinical care		Frequent
Attention to detail		Frequent
Working with distressed patients and families		Occasional
Dealing with aggressive and uncooperative people		Rare
Dealing with unpredictable behaviour		Rare
Exposure to distressing situations		Occasional

<b>Definitions used to assess frequency of tasks/demands as above</b>	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

<b>Position description last updated</b>	<b>August 2021</b>
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