



Position Description

Position title	Team Coordinator – Sexual Assault Support Services, Community Based
Department / Division	Gatehouse Sexual Assault Service, Division of Ambulatory Services
Classification	Social Work Grade 4, Years 1-4 (SC53 – SC46) Occupational Therapy Grade 4, Years 1-4 (VG14 – VG17) Psychology Grade 4, Years 1-5 (PM1 – PM5) Clinical Nurse Consultant C Year 1-Year 2 (ZA7-ZA8)
Position reports to	Operational: Manager, Clinical Services - Gatehouse Sexual Assault Service Professional: RCH Discipline Senior
No. of direct & indirect reports	Direct: Approximately 10 Indirect: Nil
Location	Werribee, Melton and The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

The Royal Children's Hospital
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</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 https://www.rch.org.au/quality/child-safety/.</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 www.rch.org.au</p>



ROLE CONTEXT

Gatehouse Sexual Assault Service at the RCH provides therapeutic interventions and support for children/young people and their families, who have experienced sexual violence or engaged in harmful or problematic sexual behaviours and their non-offending family members. Gatehouse is committed to the following pillars of practice:

- Diversity and inclusion
- Trauma model of recovery
- Collaborative and integrated service delivery with children, their families and partner agencies
- Child-centred family-focussed ecological model
- Child Rights and justice.

Gatehouse is a Member of Sexual Assault Services Victoria (SASVic) and employs a multidisciplinary team of clinicians with specialist skills and qualifications in working with children who have experienced sexual assault and engaged in harmful sexual behaviour and their families.

Gatehouse sits within the Ambulatory Services Directorate at the RCH.

ROLE PURPOSE

The Team Coordinator – Sexual Assault Support Services, Community based provides operational leadership and clinical oversight to a multi-disciplinary team providing therapeutic services for children and young people who have experienced sexual harm and/or engaged in harmful sexual behaviour, and their family members. This role operates as a critical member of the Gatehouse Leadership Team and is responsible for the daily operations of supporting access to the service, provision of high-quality therapeutic interventions, and allocation of resources utilising a trauma model of recovery. This role will contribute to overseeing the day-to-day operations of the therapeutic services program, supervising clinical staff, ensuring that program standards are followed, and meeting service targets in accordance with funding agreements. The role is key to promoting a positive, supportive, and inclusive work environment and in building strong relationships with partners, stakeholders, and the community.

KEY ACCOUNTABILITIES

Provision of care

- Support the delivery of high-quality evidence-based therapeutic services and support to children and young people who have experienced sexual violence or children who have engaged in sexually harmful or problematic behaviour and their families including intake, assessment and a range of crisis, short- and medium-term interventions.
- Use a trauma focused model of recovery to promote child rights and justice, facilitate access, and support safety, wellbeing, and connection.
- Incorporate the diverse needs of all children, young people and their families, including those from Aboriginal and Torres Strait Islander, culturally and linguistically diverse and LGBTQI+ populations.
- Lead team member participation to ensure ongoing excellence in service delivery and teamwork.
- Lead and manage Gatehouse's community-based services portfolio
- Plan for, and effectively manage, contingencies that may affect the performance of specialist sexual assault service activities.
- Maintain clinical documentation, records and data as per Gatehouse and discipline specific guidelines and RCH procedures.

Supervision, leadership, and people management



- Promote and develop a dynamic, flexible, resilient and skilled multidisciplinary workforce through effective staff management, professional development opportunities and the coordination and recruitment of new staff.
- Provide clinical and operational leadership and supervision for delivery of specialist sexual assault service for children, young people and their families.
- Organise and supervise the day-to-day activities of staff within clearly defined expectations including managing case load allocations, managing staff leave and performance review and management.
- Manage and adhere to data collection and reporting requirements.
- Work under general direction with initiative and autonomy
- Provide regular, constructive developmental feedback to team members.
- Organise and lead regular team meetings.
- Participate in clinical supervision in accordance with local standard operating procedures and discipline requirements /or the RCH Allied Health Clinical Supervision Guideline which are based on the Victorian DoH Allied Health Clinical Supervision Framework.)

Lifelong learning

- Promote a culture in which clinical supervision is treated as part of core business of contemporary professional practice.
- Promote a culture in which ongoing professional development and lifelong learning are a core business of contemporary professional practice.
- Participate in professional development activities to ensure that best clinical practice is maintained and supported within Gatehouse.

Collaborative practice

- Lead collaboration across multidisciplinary teams and programs within RCH and externally
- Lead and motivate staff to strive for and achieve interprofessional team goals and shared responsibility for the provision of care.
- Provide professional recommendations and secondary consultation where required for complex referrals to agencies including Child Protection, education, mental health, courts and other community services to enhance coordinated care and build capacity in these services.

Communication

- Use highly developed verbal communication, interpersonal skills and attention to detail to interact with a variety of internal and external stakeholders.
- Recognise issues that may lead to conflict, and constructively address issues as they arise.
- Communicate effectively with children, young people and their families to ensure their understanding and that their needs and views are included in plans and actions.
- Facilitate open and effective communication across all levels of Gatehouse and more broadly across RCH and partner agencies.

Continuous improvement

- Create and foster an environment of continuous improvement.
- Lead the ongoing development, review, evaluation and maintenance of operational, communications and service delivery quality improvement projects to uphold Gatehouse's commitment to ensuring safe, innovative, evidence-based effective and efficient service delivery in line with Strategic Plan.
- Empower team to identify, analyse, report and manage risks.
- Manage local risks and escalate appropriately to line manager and relevant stakeholders.

Organisation and planning

- Contribute to strategic planning as part of Gatehouse's leadership team.
- Prioritise workload and competing demands, using highly developed organisational and planning skills.

Commented [PG1]: Cannot hold a nurse accountable to these supervision guidelines



Research

- Support development and implementation of evidence-based practice, and critically evaluate clinical practice considering available evidence, experience and child, young people and family values and circumstances.
- Evaluate current practice with respect to the evidence.
- Find, critically review, evaluate and interpret literature and apply to the role, and Gatehouse broadly.
- Identify research gaps or opportunities within delivery of specialist sexual assault services for children, young people and their families.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Recognised qualification in relevant discipline/specialty with current registration with AHPRA and/or eligibility for membership with professional body (where relevant)
- Experience in leading and supporting a clinical team

For Social Work applicants only

- Recognised qualifying degree in Social Work (Bachelor or Masters)
- Eligibility for membership of the Australian Association of Social Workers (AASW)
- Meet AASW accreditation standards for Continuing Professional Education
- Uphold the AASW Code of Ethics 2

For Psychology applicants only

- Hold a minimum Master of Psychology degree from an APAC accredited course/ university. Master of Professional Psychology (or equivalent) are not employed at RCH.
- Hold general registration with AHPRA and the Psychology Board of Australia as a Psychologist
- Endorsed in relevant field of practice (e.g. Clinical, Educational/Developmental Psychology; Neuropsychology)
- Continuously satisfy the PBA continuing professional development standards
- Uphold the Psychology Board of Australia Code of Ethics

For Occupational Therapy applicants only

- Recognised graduate-entry qualification in Occupational Therapy (Bachelor, Masters or Doctorate)
- Registered to practice as an Occupational Therapist with the Australian Health Practitioner Regulation Agency (AHPRA)
- Eligibility for membership with Occupational Therapy (OT) Australia
- Post-graduate qualification relevant to role at Master or PhD level (or significant completion towards)
- Uphold the Code of Ethics, OT Australia

For Nursing applicants only

- Current registration as a Registered Nurse with the Nursing and Midwifery Board of Australia (NMBA) administered through the Australian Health Practitioner Regulation Agency (AHPRA)
- Demonstrated commitment to ongoing personal and professional development, as evidenced in Continuing Professional Development (CPD) record/Professional Practice Portfolio (PPP)
- Post Graduate qualification in speciality field

Desirable:

- At least 8 years' experience in relevant professional field



- Knowledge and experience in the provision of specialist sexual assault therapeutic and support services, for children and young people who have experienced sexual abuse, and or / harmful or problematic sexual behaviour, and their families.
- Experience working in a tertiary healthcare service.
- Formal post-graduate management qualification

KEY SELECTION CRITERIA

- Demonstrated ability to lead a clinical team that is high-quality, client-centred, evidence-informed, and complies with relevant policies, procedures, and standards.
- Demonstrated experience in leading people and program service delivery at an operational level with accountability for financial and people management functions.
- Demonstrated skills and experience in performance management, team building and conflict resolution.
- Demonstrated experience working with initiative, autonomy and leading others in the pursuit of team goals.
- Demonstrated collaborative, interpersonal, relationship building and written communication skills to support integrated service delivery with children, young people and families, partner agencies, and other stakeholders.
- Ability to work in a fast-paced and changing environment.
- Able to identify trends, obstacles and opportunities, and conceptualise processes and systems to achieve desired outcomes.
- Ability to incorporate new knowledge into practice and adapt practice approach to changing organisational or systemic needs.
- Commitment to promoting diversity, inclusion and timely, needs based access for children/young people and their families.

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 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" procedure.
- Employees are required to work in a Western Metropolitan Melbourne location as required to support Gatehouse service delivery.
- Employees are required to be available to participate on Gatehouse's after hours crisis response roster.

IMPORTANT INFORMATION

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

- Curious - We are creative, playful and collaborative.
- Courageous - We pursue our goals with determination, ambition and confidence.
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together.
- Kind - We are generous, warm and understanding.



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 LGBTIQI community and people with disability.

Position description last updated

May 2025