

Position Description

Nurse Educator

Position Summary

Position	Nurse Educator
Reporting to	Refuge Manager
Department	Service Delivery
Classification	SCHADS Level 5 plus superannuation and access to salary packaging
Status	Permanent part-time (0.5FTE)
Probation	Six months
Key relationships	<p>Internal CEO, Corporate Services staff, Service Delivery staff, Director of Services staff.</p> <p>External Referring agencies, clients and their families and advocates, community service organisations and partners including Safe Steps, Victoria Police, regional organisations, and key stakeholders.</p>

About Refuge Victoria

Refuge Victoria is an independent not-for-profit organisation that has grown to become one of the largest providers of specialist family violence refuge accommodation in Victoria. We support people at serious risk due to family violence, providing refuge and crisis accommodation, safety planning and management, and support to build a safer and better life.

Refuge Victoria operates three refuge facilities and 15 crisis properties, and our partnerships with community housing associations provide nomination rights to a further 35 transitional homes. We employ staff across two main refuge sites in Melbourne's east and one site in the Melbourne's west, as well as our corporate office. We are funded by the Department of Families, Fairness and Housing (DFFH) and the generous support of donors.

Our Vision

For people escaping family violence to live safe and free.

Our Values

Compassionate

We care deeply about the work we do and who we do it for.

Empowering

We empower people to become more confident and make informed decisions.

Collaborative

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

Integrity

We are respectful and transparent and will always hold ourselves to account.

Committed

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

Our Model

The Refuge Victoria model is premised on a “wraparound” process of service delivery. Refuge Victoria assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management. Our staff work alongside survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria’s exit planning is essential to our service as our clients are with us for an average of six weeks.

The Refuge Victoria philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person must be given primary importance during all phases of service delivery. The wraparound approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of family violence. Services are individualised, flexible, community based and culturally competent.

The Role

Refuge Victoria recognises that health outcomes for all victim survivors are greatly impacted due to their experience of Family Violence. Experiencing difficulties in raising health issues associated with the impact of family violence can present as a barrier to recovery and to improving overall health outcomes.

Family violence can impact a victim survivors’ access to appropriate health care due to relocation, decreased ability to prioritise health needs or controlling behaviour by the perpetrator of violence. For infants and children, regular appointments with maternal child health nurse and attending to their vaccination schedule may be disrupted due to family violence impacts and relocating to seek safe accommodation. Research indicates that children aged 0-5 benefit from scheduled maternal child health and GP checks to promote optimal health outcomes during this rapid stage of development. Similarly, the promotion of health education seeks to improve connection between a parent and their child with a focus on their social, emotional, and communicative needs. For young people, receiving health education and support is pivotal while navigating changing health needs arising during adolescence.

Refuge Victoria aims to encourage victim survivors to attend to and prioritise their health needs by providing biweekly access to a nurse.

Refuge Victoria recognises that health outcomes for both adult and child victim survivors require attention while accommodated within the service. This position will work alongside the case management and support worker teams at Refuge Victoria’s core and cluster refuge and community properties. Client identified health goals will be allocated as part of regular case planning. The nurse educator will have the ability to build trust and rapport with victim survivors to support them in attending to their health needs.

This position will develop a model to provide health screening, support, advocacy, and education to all head of household and children residing in Refuge Victoria properties.

Key Accountabilities

Core Responsibilities	Indicators of Success
Service Delivery	
<p>This position will provide health screening, support, advocacy, and education to refuge Victoria clients and will be achieved by:</p> <ul style="list-style-type: none"> Using the health screening tool to determine the health needs for the clients in service. Collaborating with clients to identify their health needs and working alongside the client whilst addressing their needs. Appropriately linking clients to community health care providers in accordance with the needs identified and obtaining referrals to providers as required. Work in partnership with the client and health care providers to ensuring timely follow up and appropriate allied health input. Ascertaining vaccination status of all clients and where necessary, requesting immunology reports to assess immunisation status. Providing education regarding vaccination schedules for clients of varying ages. Supporting clients with medication management in collaboration with prescribing general practitioners. Providing health promotion and education to parents for their children as identified on the health needs assessment. Providing health promotion and education to young people as identified on the health needs assessment. Educating clients about routine health screening and the role in disease prevention and management in consultation with allied health services. Pre- and post-natal mental health screening and referral to appropriate community providers in consultation with allied health services. Coordination with local health care services to advocate for care with a trauma informed lens. 	<ul style="list-style-type: none"> All clients consenting to health screening are provided with a care plan in relation to their health goals. Client awareness of their vaccination schedule and an increase in clients having updated vaccination schedules when leaving the service. Feedback from clients reflecting an improved awareness of their health needs via education and promotion. Feedback from clients reflecting an improved awareness of their child's health needs via education and promotion. Increased number of referrals of clients to community and allied health providers. Improved client awareness of how to self-access mental health services e.g. pathway for obtaining a mental health plan and GP referral to mental health clinician. Improved client awareness of self-efficacy and autonomy for their health needs. Increase in client's confidence in accessing allied health services and advocacy for their health needs.
Site Operation	
<ul style="list-style-type: none"> Prepare invoices and petty cash reports for management approval as appropriate. Reporting of maintenance issues as appropriate 	<ul style="list-style-type: none"> All expenditure for the month is reconciled within timeframe. Potential OHS hazards are identified and resolved.
Compliance & Continuous Quality Improvement	
<ul style="list-style-type: none"> Legislative compliance (including but not limited to Child Safety Standards, Human Services Standards, Privacy and Data Protection) Sound understanding of and adherence to Refuge Victoria Policies and Procedures 	<ul style="list-style-type: none"> Internal and external audits demonstrate full compliance with relevant legislation and requirements. Ability to work autonomously in line with Refuge Victoria Policies and Procedures

Core Responsibilities	Indicators of Success
<ul style="list-style-type: none"> Contribute knowledge in establishing new work-related tasks and procedures. Participate and contribute to organisational continuous improvement process 	<ul style="list-style-type: none"> within established worksite directions and plans. Providing feedback when requested above potential new work-related tasks and procedures
Teamwork and Culture	
<ul style="list-style-type: none"> Liaising with team members to prioritise tasks. Communicate effectively and accurately with others about work matters and document relevant information according to policies and procedures. Role model respectful and professional behavior always including displaying initiative, honesty, fairness, transparency, and accountability in line with Refuge Victoria values 	<ul style="list-style-type: none"> Personal responsibility is evident for team cohesion in holding clients and colleagues in high positive regard. Evidence of participation in team meetings and other forums including professional development, and client activities in a positive, constructive and optimistic frame. Evidence that all interactions with staff and clients are consistent with Refuge Victoria values.
Other Duties	
<ul style="list-style-type: none"> Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers. Abide by Refuge Victoria Code of Conduct 	

Key Selection Criteria / Position Requirements

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> hold a Bachelor of Nursing or equivalent qualification and be a Registered Nurse in Victoria <p>Desirable</p> <ul style="list-style-type: none"> Experience working in the Family Violence sector or within social and community services Experience in Public Health and/or Health Promotion or practicing as a nurse in the community or hospital setting
Previous Experience	<p>Essential</p> <ul style="list-style-type: none"> Experience in delivery of health services or health promotion responding to women and children experiencing Family Violence At least five years experience working in a primary/community health setting as a nurse or nurse educator <p>Desirable</p> <ul style="list-style-type: none"> An understanding of relevant theories and practice frameworks that relate to Family Violence, therapeutic interventions, case management and support services Knowledge of the Multiple Agency Risk Assessment and Management (MARAM) framework
Required Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> Highly developed organisational skills and ability to prioritise competing demands

	<ul style="list-style-type: none"> • Excellent communication skills • Problem solving capabilities evidenced by seeking relevant information, liaising with stakeholders, analysing issues, seeking different perspectives, identifying and progressing workable solutions, and implements and evaluates outcomes. • Proven ability to function both independently and as part of a team • Able to establish effective working relationships with partner agencies and key stakeholders providing services to women experiencing family violence and homelessness • Incorporate a strength based and trauma informed practice approach, and work from a feminist perspective <p>Desirable</p> <ul style="list-style-type: none"> • Able to take on a leadership/support role with less experienced staff
Personal Attributes & Values	<ul style="list-style-type: none"> • Team player • Strong communicator • Self manages and able to identify self-care strategies to reduce stress and manage vicarious trauma • Seeks guidance and support from manager when required or where high risk identified • Self-motivated to seek out information, supports and resources

Our Commitment to Child Safety

Refuge Victoria is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at RV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

Our Commitment to Health, Safety and Wellbeing

Refuge Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All Refuge Victoria employees are required to:

- Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required.
- Contribute to, and be involved in, the organisation’s ongoing management of health and safety activities including consultation.
- Foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.
- Participate in relevant health and safety training and inductions based on roles and responsibilities.
- Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors.

Immunisation

You are required to maintain appropriate levels of immunisation in accordance with Refuge Victoria's workforce Immunisation/Screening Policies, in the interests of yourself, all staff, clients and visitors.

Our Commitment to Inclusion

Refuge Victoria strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- People with disabilities
- People from diverse cultural and linguistic backgrounds
- People of all ages
- People with caring responsibilities
- People with diverse religious beliefs or affiliations.

All Refuge Victoria employees, contractors and volunteers are required to:

- Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- Participate in and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

In addition, the responsibilities of managers are to:

- Identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies and procedures
- Identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- Collaborate around key issues and evolving practices relating to diversity and inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group and RAP Committee
- Participate in the development and implementation of inclusion events and strategies
- Role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

Employment Screening and Required Documents

Refuge Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- An Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- a Current Employee Working with Children Check
- Full Victorian Drivers Licence

- Proof of COVID vaccinations. COVID Vaccinated according to the ATAGI definition .

Pre-Existing Injury

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.

Employee Position Declaration

I have read and understood the requirements and expectations of the above position description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the key accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

Employee Name:	Signature:	Date: