

### Ballarat Health Services Workforce Mapping Document V 3. 11/2021

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This document outlines Ballarat Health Service's (BHS) workforce with recommendations for mapping departments and staff groups to **Victim Survivor Training** according to the ten responsibilities for risk assessment and management under MARAM. A description of the ten responsibilities can be found following the mapping table, below.

The Strengthening Hospital Responses to Family Violence (SHRFV) team has collaborated with the Grampians Area Mental Health Services (GAMHS) Family Violence Advisor, People and Culture and the Learning and Development Committee to identify the different roles across the service, using the BHS Competency Matrixes as a basis for capturing all staff roles/groups.

#### Note:

- This workforce mapping document is outlines staff requirements for completing <u>Victim Survivor Training</u>. MARAM (person using violence) training is in development, anticipated in 2022, and will require additional workforce mapping for this training in the future.
- The mapping is based on a minimum requirement, where appropriate departments and particular staff roles may complete a higher level of training, as outlined in the Mapping hospital and health services workforce for MARAM Alignment Resource A
- All staff are mapped to Information Sharing Scheme Training in addition to discipline/area specific training, as outlined below
- The following MARAM training is required to be completed <u>once every three years</u>
- Training can be completed via eLearning or by attending a face to face/MS Teams session, as offered

#### Resources used to reference the mapping include:

- 1. Mapping hospital and health services workforce for MARAM Alignment Resource A.
- 2. <u>Decision Guide for MARAM Responsibilities</u>
- 3. Grampians Area Mental Health Service (GAMHS) MARAM Workforce Mapping document V 2 (August 2020)
- 4. BHS Organisational Chart and Competency Matrixes
- 5. The Women's Workforce Mapping document.



## **Ballarat Health Services Workforce Mapping**

#### Key:

Levels of Response	
Foundational Practice	
Sensitive Practice	
Antenatal Screening	
Intermediate Training	
Workplace Support (Manager Training)	
*Comprehensive Training	

Staff groups	
Full responsibility	
Contribute to responsibility	

Frequency of Training eLearning module or face to face training once every 3 years until review

Department	Roles			Re	spons	sibilitie	s und	er MA	RAM			Comments
Department	Department Koles		R2	R3	R4	R5	R6	R7	R8	R9	R10	Comments
Administration	Administrative Officers											Workforce Business Partners to be trained in
	Workforce Business Partners											Intermediate and Workplace Support
	Payroll Service officers											(Manager Training)
	Business Analysts											
	Cashiers											
	Finance Officers											
	Patient Billing Clerks											
	IT Staff											
	Transport department staff											
	Project Managers											
	COVID 19 Entry Screeners											
	Switch Board Operators											
	Communications Staff											
	Clinical Coders											

<sup>\*</sup>Note: BHS staff not mapped to Comprehensive Training, as targeted training for funded Specialist Family Violence Services

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	FOI Clerks (HIS)								
	Booking Clerks/Officers								
AHA (Allied Health Assistants)	Allied Health Assistants								
Audiologists									
CASA (Centre Against Sexual Assault)	Clinical Manager  Counselling/Advocate staff					*	*		*These specialist staff to be trained to a comprehensive level; however comprehensive assessment to be referred to specialist family violence services.  Current Staff who have completed comprehensive training to have this training manually entered into LMS System.  *Recommend Collaborative Training also
Case Managers	HITH (Hospital in the home) Linkages HARP (Hospital Admission Risk Program) Planned Activity Group & Respite Care (Dementia Specific planned activity group)		*	*					Recommend Collaborative Training also
Clinical Managers	NUMs & ANUMs Team Leaders Clinical Manager Social Work								MARAM role specific Training (either Sensitive/Antenatal/Intermediate depending on discipline and role)  MARAM Workplace Support (Clinical Manager Training, shorter module)  Collaborative Training
Consultants									Consultant Psychiatrists to complete Intermediate training, as per Mental Health Clinician Matrix Recommend Collaborative Training also
CSSD (Instrument Technicians – Central Sterile Service Department)									
Dental	Dentists Oral Health Therapists								
Dieticians									
EN (Enrolled Nurses)									
Engineering Staff									
Environmental Services / Cleaning Staff	Environmental Service Staff Cleaning Staff								

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	Gardening Staff								
Exercise Physiologists									
Food and Domestic									
Services Staff & Meal									
support Services									
Grampians Area Mental	Consultant Psychiatrists								
Health Services (GAMHS)	Psychiatric Registrars								*All Clinical GAMHS staff regardless of
	<u> </u>								discipline to complete Intermediate Training as
	Access & Triage								per Mental Health Clinician Matrix. (Staff may complete further Comprehensive Training
	Enhanced Community Recovery/Intensive								depending on individual roles).
	Outreach								depending on maividual roles).
	Forensic Team & Mental Health Ax								Recommend Collaborative Training
	Responsive Service (MHARS) Family Violence Advisor								
	· ·								
	Bed Based and Community Teams								
	Specialist Roles								
	Quality Team								
	Lived Experience Workforce (LEW)								
HIS (Health Information	Health Information Manager		*	*		*	*		HIS Manager to lead technical application of R6
Services)	FOI Clerks								statutory framework requirements with support from Legal team as required.
	Clinical Coders								
Hospital Medical Officers (HMOs) & (PGY2+)									
Junior Medical Officers									
(JMO's) / Interns (PGY-1)									
Language Services	Interpreters – internal								Interpreter agencies to be provided with a
	Interpreters - agency								MARAM guideline & included in service agreements as appropriate
Library and Research	interpreters - agency								agreements as appropriate
Library and Rescaron									
Lifestyle Coordinators /									
Activity Therapists									
Management	Executive Directors								To complete Manager Training (longer version)
	On call Directors								which has Foundational Practice embedded.
	Patient Flow Coordinators								
									Recommend Collaborative Practice as an addition

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							to Workplace Support Module
Midwives	Maternity Inpatients						Family Services Midwives to consider doing
	MOP (Maternity Out Patients)						additional Intermediate Training.
	Family Services Midwives						MAFU (Mother & Family Unit) & PEHP (Perinatal
	Child birth education						Emotional Health Program) would benefit from
	Lactation Consultants	_					completing antenatal screening module as extra
	SCN (Special Care Nursery)						training. Special Care Nursery (SCN) RN's can complete antenatal screening rather than Sensitive Practice as option.  Recommend Collaborative Training
Mortuary Staff							
Orderlies							
Orthoptists							
OT (Occupational Therapists)							
Pastoral Care							
Prosthetic & Orthotic Clinicians							
Prosthetic & Orthotic Technicians							
PCW (Personal Care Workers)							
Pharmacists	Pharmacists						
	Pharmacy Technicians						
Dharaiathananiata	Thathay Tooliinolaho						
Physiotherapists							
Podiatrists							
PSA (Patient Residential Services Assistants)							

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Psychologists									Can consider completing Intermediate
									Training
B !!   0	Radiologists								Recommend Collaborative Training
Radiology &	Radiographers								
Ultrasound	Sonographers								
Registrars	- Contagnaphion								
_									
RN (Registered	Care Coordinator Roles (in ED)								RN who hold Care Coordinator/Patient Flow
Nurses)	Clinical Nurse Educators / Teachers								Coordinator roles to complete Intermediate
,	Clinical Nurse Specialists								Training
	Registered Nurses								Recommend Collaborative Training
	Registered Psychiatric Nurses (RPNs)								3
<b>RUSONs</b> (Registered									
Undergraduate									
Student of Nursing)									
Safety Link	Client Services Team								Consider Supervising Manager & Senior
	Monitoring Team								Team Lead & Monitoring Team completing
	Supervising Manager & Senior Team Lead								Sensitive Practice.
	Tech Team								
	Local IT Accounts & Reception Team								
Consults Staff	Accounts & Reception Team								
Security Staff									
SHRFV Project Team	Regional Manager – FV								*Non-Clinical Project Roles however
(Strengthening Hospital Responses	Regional Engagement Coordinator - FV								recommended trained to Intermediate –
to Family Violence)	Regional Engagement Coordinator - FV								Comprehensive level
Social Workers	Social Workers					*	*		*These specialist staff maybe trained to a
	Aboriginal Health Team Leader		*	*					comprehensive level; however, mapped to
	, and the second								Intermediate Training. Comprehensive
									assessment to be referred to specialist family
									violence services.
									Recommend Collaborative Training
	Aboriginal Health Liaison Officers		*	*					* Staff to hold Sensitive Practice and consider intermediate training
	Disability Liaison / Project Officer		*	*					Recommend Collaborative Training
ST (Speech							ĺ		
Therapists)									
, , ,									
SWEP (State-wide									
Equipment Program)									
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<b>Theatre Technicians</b>	Instrument Technicians						
	Theatre Technicians						
Volunteers							
<b>Ward Assistants</b>							
Ward Clerks							

Collaborative Training – This is external training to be offered and promoted hospital wide, highlighted are key areas of focus.

Staff groups	
Full responsibility	
Contribute to responsibility	

# **MARAM Responsibilities**

Risk Assessment and Management	Expectation of prescribed organisations
Responsibilities	
Responsibility 1:	Ensure staff understand the nature and dynamics of family violence, facilitate an appropriate, accessible, culturally
Respectful, sensitive and safe engagement	responsive environment for safe disclosure of information by service users, and respond to disclosures sensitively.
Responsibility 2:	Ensure staff use information gained through engagement with service users and other providers (and in some
Identification of family violence	cases, through use of screening tools to aid identification/ or routine screening of all clients) to identify indicators offamily
	violence risk and potentially affected family members.
Responsibility 3:	Ensure staff can competently and confidently conduct intermediate risk assessment of adult and child victim
Intermediate risk assessment	survivors using structured professional judgement and appropriate tools, including the Brief and
	Intermediate Assessment tools
Responsibility 4:	Ensure staff actively address immediate risk and safety concerns relating to adult and child victim survivors, and
Intermediate risk management	undertake intermediate risk management, including safety planning.
Responsibility 5: Seek consultation	Ensure staff seek internal supervision and further consult with family violence specialists to collaborate on risk
forcomprehensive risk assessment,	assessment and risk management for adult and child victim survivors and perpetrators, and make active referrals for
risk management and referrals	comprehensive specialist responses, if appropriate.

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Responsibility 6:	Ensure staff proactively share information relevant to the assessment and management of family violence risk and
Contribute to information sharing with	respond to requests to share information from other information sharing entities under the
otherservices (as authorised by	Family Violence Information Sharing Scheme, privacy law or other legislative authorisation.
legislation)	
Responsibility 7:	Ensure staff in specialist family violence positions are trained to comprehensively assess the risks, needs and
Comprehensive assessment	protective factors for adult and child victim survivors.
Responsibility 8:	Ensure staff in specialist family violence positions are trained to undertake comprehensive risk management through
Comprehensive risk management	development, monitoring and actioning of safety plans (including ongoing risk assessment), in partnership
andsafety planning	with the adult or child victim survivor and support agencies.
Responsibility 9:	Ensure staff contribute to coordinated risk management, as part of integrated, multi-disciplinary and multiagency
Contribute to coordinated risk	approaches, including information sharing, referrals, action planning, coordination of responses and collaborative
management	action acquittal.
Responsibility 10:	Ensure staff are equipped to play an ongoing role in collaboratively monitoring, assessing and managing risk overtime
Collaborate for ongoing risk	to identify changes in assessed level of risk and ensure risk management and safety plans are responsive to
assessmentand risk management	changed circumstances, including escalation. Ensure safety plans are enacted.

<sup>\*\*</sup> Please note that while the MARAM Framework outlines responsibilities for staff working with perpetrators (people using violence), current alignment requirements focus on working with victim survivors. Practice guides and other supporting resources relating to how an organisation works with and responds to people using violence are to be released and added to mapping at a future date. For this reason, this description only outlines capabilities relating to working with victim survivors.



# Overview of MARAM Victim Survivor Training –

Training	Time	Access to training	Comments
Information sharing	60 minutes (made up of three 20 min modules)	Via eLearn module On the Regional Learning Management System (LMS)	While awaiting access to the LMS this training is currently available on the Whole of Vic Gov (WOVG) website and staff are encouraged to complete here.  Link - Information Sharing eLearn WOVG website  *Please email copy of certificate to nicole.kramer@bhs.org.au so that this can be recorded on system
SHRFV MARAM Foundational Practice Victim Survivor Training	30 minutes	Via eLearn module On the Regional Learning Management System (LMS)	Not available on the Whole of Vic Gov (WOVG) website  Staff encouraged to attend MS Teams sessions, as offered, while awaiting access on the LMS.
SHRFV MARAM Sensitive Practice Victim Survivor Training	45 minutes	Via eLearn module On the Regional Learning Management System (LMS)	Not available on the Whole of Vic Gov (WOVG) website Staff encouraged to attend MS Teams sessions to complete this training, as offered, while awaiting access on the LMS.
SHRFV MARAM Antenatal Family Violence Screening & Response Training	60 minutes	Via eLearn module On the Regional Learning Management System (LMS)	While awaiting access to the LMS this training is currently available on the Whole of Vic Gov (WOVG) website and staff are encouraged to complete here.  Link - Information Sharing eLearn WOVG website  *Please email copy of certificate to nicole.kramer@bhs.org.au so that this can be recorded on system
SHRFV MARAM Intermediate Victim Survivor Training	2 hrs 15 min	Via eLearn module On the Regional Learning Management System (LMS)	While awaiting access to the LMS this training is currently available on the Whole of Vic Gov (WOVG) website and staff are encouraged to complete here.  Link - Information Sharing eLearn WOVG website  *Please email copy of certificate to nicole.kramer@bhs.org.au so that this can be recorded on system
SHRFV Workplace Support Training - <u>Clinical Managers</u>	30 minutes	Via eLearn module On the Regional Learning Management System (LMS)	Not available on the Whole of Vic Gov (WOVG) website  Staff encouraged to attend MS Teams sessions, as offered, while awaiting access on the LMS.
SHRFV Workplace Support Training - <u>Managers</u>	90 minutes	Via eLearn module On the Regional Learning Management System (LMS)	Not available on the Whole of Vic Gov (WOVG) website  Staff encouraged to attend MS Teams sessions, as offered, while awaiting access on the LMS.



# Summary Table: Required MARAM Victim Survivor Training for each Staff Competency Matrix/Area –

	Competency Matrix / Area	SHRFV MARAM Victim Survivor Training
1.	Administration	MARAM Foundational
		Practice + Information Sharing Scheme Training
2.	AHA (Allied Health Assistants)	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
3.	Audiologists	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
4.	Care Coordinators (Emergency Department)	MARAM Intermediate Practice
		+ Information Sharing Scheme Training
5.	Case Managers	MARAM Intermediate Practice
		+ Information Sharing Scheme Training
6.	Clinical Managers	MARAM role specific Training (either Sensitive/Antenatal/Intermediate)
		MARAM Workplace Support (Clinical Manager Training, shorter module)
		+ Information Sharing Scheme Training
7.	Consultants	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
8.	CSSD (Instrument Technicians – Central Sterile Service	MARAM Foundational
	Department)	Practice + Information Sharing Scheme Training
9.	Dental	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
10.	Dieticians	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
11.	(EN) Enrolled Nurses	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
12.	Engineering Staff	MARAM Foundational
		Practice + Information Sharing Scheme Training
13.	Environmental / Cleaning Staff	MARAM Foundational
		Practice + Information Sharing Scheme Training
14.	Exercise Physiologists	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
15.	Food and Domestic Services Staff & Meal support Services	MARAM Foundational
		Practice + Information Sharing Scheme Training

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16.	Hospital Medical Officers (HMOs) & PGY2+)	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
17.	Junior Medical Officers (JMO's) / Interns (PGY-1)	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
18.	Management	MARAM Workplace Support (Manager) Training (longer module includes
		Foundational Practice)
40	Manufal Handd Official and	+ Information Sharing Scheme Training
19.	Mental Health Clinicians	MARAM Intermediate Practice
00	BALLULUS A	+ Information Sharing Scheme Training
20.	Midwives	Antenatal MARAM Family Violence Screening & Response (module includes
		Sensitive practice)
21.	Mortuary Staff	+ Information Sharing Scheme Training  MARAM Foundational
۷۱.	Wortuary Staff	Practice + Information Sharing Scheme Training
22.	Orderlies	MARAM Foundational
22.	Ordernes	Practice + Information Sharing Scheme Training
23.	Orthoptists	MARAM Sensitive Practice
23.	Orthophists	+ Information Sharing Scheme Training
24.	OT (Occupational Therapists)	MARAM Sensitive Practice
27.	Or (Occupational Therapists)	+ Information Sharing Scheme Training
25.	Patient Flow Coordinators	MARAM Intermediate Practice
20.	Tallotte Flow Good and to to	+ Information Sharing Scheme Training
26.	Prosthetic & Orthotic Clinicians	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
27.	Prosthetic & Orthotic Technicians	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
28.	PCW (Personal Care Workers)	MARAM Sensitive Practice
	,	+ Information Sharing Scheme Training
29.	Pharmacists	MARAM Foundational
		Practice + Information Sharing Scheme Training
30.	Physiotherapists	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
31.	Podiatrists	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
32.	PSA (Patient Residential Services Assistants)	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
33.	Psychologists	MARAM Sensitive Practice
		+ Information Sharing Scheme Training

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34.	Registrars	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
35.	RN (Registered Nurses)	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
36.	RUSONs (Registered Undergraduate Student of Nursing)	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
37.	Safety Link	MARAM Foundational
		Practice + Information Sharing Scheme Training
38.	Security Staff	MARAM Foundational
		Practice + Information Sharing Scheme Training
39.	Social Workers	MARAM Intermediate Practice
		+ Information Sharing Scheme Training
40.	ST (Speech Therapists)	MARAM Sensitive Practice
		+ Information Sharing Scheme Training
41.	SWEP (State-wide Equipment Program)	MARAM Foundational
		Practice + Information Sharing Scheme Training
42.	Volunteers	MARAM Foundational
		Practice + Information Sharing Scheme Training
43.	Ward Assistants	MARAM Foundational
		Practice + Information Sharing Scheme Training
44.	Ward Clerks	MARAM Foundational
		Practice + Information Sharing Scheme Training