

Royal Children's Hospital	POLICY: ON-CALL ROSTER FOR THE COUNSELLING TEAM	Policy No:
		Issue Date: 20.06.14
Gatehouse Centre (for the Assessment & Treatment of Child Abuse)		Review Date: 09.01.15
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1. Policy statement

The Gatehouse operates an on-call service staffed by members of the counselling/clinical team. It is the Gatehouse Centre policy that the counselling on-call service is staffed according to a roster system. The counselling on-call team leader is responsible for the development of the counselling on-call roster. The roster is developed in consultation with those members of staff responsible for the provision of the service.

The counselling on-call team leader will produce the roster. Workers will be asked to nominate shifts that suit them; however the team leader may at times need to direct team members to undertake shifts if there remain vacancies on the roster which cannot be allocated voluntarily.

The roster should be made available to staff providing the counselling on-call service two weeks prior to the end of the existing roster.

The roster should include the details of the back up worker.

RCH switch is to have a copy of the current counselling on-call roster at all times.

2. Persons affected

Gatehouse Centre staff who provide the on-call service.
Counselling on-call team leader
Gatehouse Centre Executive

3. Definitions of terms

- *Counselling on-call team*

The team is made up of all social workers, psychologists and psychotherapists whose job description includes the provision of the counselling on-call service.

4. Criteria

The roster is based on workers providing a counselling on-call response weeknights, Monday to Thursday between 5pm and 9am the following day.

The weekend time frame extends from Friday at 5pm until Monday 9am. Weekends may be split into two or three shifts if required.

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5. Responsibility

The counselling on-call team leader is responsible for:

- The co-ordination of the counselling on-call roster meeting
- The finalisation of the roster
- Dissemination of the roster to all counselling on-call staff
- Dissemination of the roster to RCH switch
- Ensuring that counselling on-call shifts are covered when workers inform the counselling on-call team leader (in writing) of shifts they will be unable complete due to leave arrangements
- Ensuring that counselling on-call staff work within reasonable work standards. For example, workers who have not had required amounts of sleep or a break from the provision of the on-call response are expected to hand over on-call to the back up worker. Refer to On-call Back up memo.

The counselling on-call workers are responsible for:

- Attending any roster meetings or giving the on-call team leader written requests for shifts they prefer to assist in the preparation of the roster
- Reading the roster and consulting with the on-call team leader if an allocated shift does not suit them
- Informing the counselling on-call team leader, in writing, of the shifts that they are not able to fulfil due to their leave arrangements
- Informing the counselling on-call team leader or another member of the Gatehouse executive if they require a shift to be reallocated because of demands from previous shifts. This applies in situations when the counselling on-call team leader or member of executive is unaware that the worker has undertaken a demanding shift in the previous week.

6. Other Relevant References

Gatehouse Centre On-call Back up memorandum