

POSITION DESCRIPTION

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| Position Title: | Social Worker - Allied Health Grade 3 Professional |
| Business Unit/Department: | Allied Health |
| Division: | Operations |
| Award/Agreement: | Health Professionals (Victorian Public Sector) (Single Interest Employers) EA – 2021-2026 |
| Classification: | SC31 – SC34 |
| Reports To: | Allied Health Manager – Social Work and/or via delegated Grade 4 Social Worker |
| Direct Reports: | Grade 1 and 2 Social Workers and Social Work students, as required. |
| Date Prepared/Updated: | 30 September 2019 |

Position Purpose

The Grade 3 Senior Social Worker is required to lead a small team of social workers and provide high quality operational oversight, supervision, guidance and support. The Senior Social Worker is a member of the Senior Leadership Team and contributes to professional and service development of the Social Work Department. The role demonstrates excellent interpersonal skills, high level clinical reasoning, the ability to lead research and quality activities and maintain data reporting and analysis. The Senior Social Worker provides professional leadership through pro-active participation within the Social Work service and multidisciplinary teams. The Grade 3 Senior Social Worker will undertake other tasks and responsibilities within the scope of practice as requested and manage a required/allocated caseload. The Grade 3 Senior Social Worker may be required to work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

Business Unit Overview

The Operations Directorate is one of the largest and most complex directorates within Western Health providing Western Health's patient care and contacts. These services range from outpatients to inpatients, theatres to Intensive Care, birthing rooms and Emergency Departments and many more services.

The Operations Directorate is split into several key work areas through which clinical and supporting programs are delivered. The Executive Director Operations is supported by Directors of the following divisions to deliver the operational agenda and targets set.

- Allied Health
- Clinical Support & Specialist Clinics
- Chronic & Complex Care
- Emergency, Medicine and Access
- Health Support Services
- Perioperative & Critical Care Services
- Cancer, Aged & Continuing Care Services

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- Women's & Children's Services

It is the effective working of the teams of people in each of these areas that leads to the successful delivery of patient care and the discharging of our purpose of "Together caring for the West".

Allied Health provides a range of evidence based, client centred, specialist services at Western Health, across the care continuum, from admission within the emergency department through to discharge in the community. These services work across the spectrum of life, from neonates to the elderly. The predominant focus of Allied Health is the return and optimisation of an individual's function, and wellbeing, from both physical and psycho-social perspectives. Activity is aligned with Western Health's Best Care Model and CARES values. Allied Health involvement is pivotal to efficient and effective multidisciplinary team functions, discharge planning and patient centred care. Western Health employs a range of Allied Health disciplines, each with unique specialist tertiary training and skills, including:

- Audiology
- Clinical Psychology and Neuropsychology
- Exercise Physiology
- Language Services
- Nutrition and Dietetics
- Occupational Therapy
- Pastoral Services
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Allied Health in Chronic & Complex Care provide integrated and continuing care by supporting patients discharged from hospital. This care is patient centred and improves patient flow through the tertiary health sector by fostering strong links with the community. A comprehensive range of clinical services are delivered in various locations within the western region including centre based rehabilitation at Sunshine and Williamstown Hospital. Clinical care is also delivered in the patient's home and Residential Aged Care Facilities.

Key Responsibilities

- Demonstrate a commitment to the patient 'Charter of Healthcare Rights'
- Comply with the expected scope of the role and standards of performance in the role as described by the relevant professional bodies/industry standards and leadership capability framework
- Maintain registration (as required) and report any changes or limitations on practice if applicable
- Hold accountability for own actions and seek guidance and support from appropriate employees when limited by own skills and experience
- Comply with confidentiality obligations with regard to patients, consumers and colleagues
- Comply with all Western Health policies and procedures
- In conjunction with service manager ensure staff are appropriately directed and supported to deliver high quality client centred care in line with the "Best Care" Framework
- Lead and deliver high quality person centred interprofessional care in line with the "Best Care" framework
- Demonstrate extensive, evidence based specialist knowledge, clinical reasoning and competencies, to lead and enhance patient care in area of practice
- Provide and direct others in the provision of evidence based clinical services using a person centred approach
- Demonstrate capacity to develop and implement methods to ensure that staff in the area of responsibility have an appropriate, measureable level of competence
- Ensure the application and maintenance of clinical standards in areas of delegated responsibility
- Demonstrate highly developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Identify and support others to solve complex problems
- In conjunction with service manager contribute to the development and implementation of

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processes to facilitate effective consumer participation, and ensure that appropriate responses are provided to customer feedback and complaints

- Lead planning for clinical services for the team
- In conjunction with service manager support staff to meet service targets/goals
- Provide leadership which promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- In conjunction with the service manager, actively work towards service integration and streamlined patient journeys
- In conjunction with service manager ensure appropriate orientation of new staff
- Demonstrate expert knowledge of resources relevant to area and acts as a resource person for other team members
- Demonstrate high level open and effective communication (verbal, non verbal, written and electronic) with consumers, other staff and service providers
- Demonstrate highly effective negotiation skills and conflict resolution skills when dealing with difficult situations
- Actively participate in regular supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- Demonstrate flexibility/responsiveness within professional practice/duties/roles and assumes extra responsibility as required to meet organisational priorities and appropriately delegates as necessary
- Participate and represent the service in consultation with service manager at relevant committees, working groups and meetings as requested.
- Lead the provision of information and education about the service and professional role within the service
- Assist in promoting effective workplace relations and teamwork to ensure optimum relations across acute services and collaborating community agencies
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings
- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential
- Assist in fostering and developing research opportunities across the service
- Conduct or contribute to feedback to staff on their performance including performance development planning and performance management where relevant
- Where designated, provide high quality supervision to junior staff and students that is timely, flexible and responsible
- Lead and participate in the development, organisation and delivery of education programs for Western Health staff, external service providers and the community
- Present at internal and external forums to enhance personal knowledge and professional development
- Lead service development and evaluation through quality improvement activities or research projects where appropriate
- Assist in writing procedures and guidelines as required for the ongoing development of the program, and support relevant staff to complete these tasks
- Assist in meeting reporting requirements relating to the service
- Ensure that service/program outcomes are achieved through appropriate client management and pathways
- Facilitate/assist in the process of recruitment, selection and retention of staff to meet client and service needs.
- Ensure that workload statistics, and other required information, is entered and reported as directed, and on time by self and staff in area of responsibility
- Perform other duties as directed

In addition to the key responsibilities specific to your role, you are required to deliver on the [WH AH Capability Framework](#) and the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

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Internal:

- Manager of the service
- Other members of the service/team
- Clinical Supervisor
- Other Western Health employees and stakeholders

External:

- Clients and their family/carers
- Key community organisations

Selection Criteria**Essential**

- Bachelor/Masters of Social Work degree and eligibility for AASW membership
- Minimum 7 years clinical social work experience, preferably in a hospital/health care setting
- Experience in leadership and supervision of staff
- Highly developed interpersonal, written and electronic communication skills
- Research and quality activity experience
- Computer literacy
- Current Working With Children Check

Desirable

- Hold a relevant postgraduate qualification or be working towards same
- Victorian Drivers licence

Desirable Personal Attributes

- Self Motivated
- Broad systems and innovative thinking
- Ability to influence others
- Mindful observation
- Timely informed decision making
- Collaborative approach
- Confidence in own ability
- Embraces self growth and continual learning
- Adaptable, flexible and persistent as required
- Effective delegator
- Resilience

Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working

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environment, which is safe, and without risk to health

- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
- Work at any of the Western Health sites as directed, in accordance with business and organisational demands and priorities.

General Information

- Redeployment to other services within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: [Click here to enter the Employee's name.](#)

Employee's Signature: _____ Date: [Click here to enter a date.](#)

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