

POSITION DESCRIPTION

Position Title:	Social Worker
Business Unit/Department:	Specialised Rehabilitation Program
Division:	Western Health at Home
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 3 (SC31 – SC34, Level 1 – Level 4)
Reports To:	Operational: Service Manager SRP Professional: 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:	14 April 2026

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 Specialised Rehabilitation Program (SRP) Senior Leadership Team and also 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 clinician will have a clinical caseload, working with referred patients and families and perform other tasks and responsibilities, as required, within scope of practice, in the SRP.

They will also provide professional leadership and supervision and will undertake other tasks and responsibilities as requested by the Service Manager. 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

Division

The Division of Western Health at Home provides a comprehensive range of inpatient, clinic-based and home-based services. Our multidisciplinary workforce of over 1,000 employees includes medical, nursing, pharmacy, allied health and administration staff. Western Health at Home services provide care from all Western Health campuses and within patient's homes, including residential aged care, supported accommodation and the custodial setting. The division is rapidly expanding to meet the needs of the community through the delivery of innovative, integrated and patient centred care.

Western Health at Home services support patients across the continuum of care with a primary objective to support patients to live more healthy days at home. Our breadth of services, clinics and units work collaboratively to reduce avoidable hospital presentations and support early and sustainable hospital

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discharges. Through multidisciplinary service delivery, integration with primary care, research and clinical trials our division supports the detection, management and secondary prevention of chronic disease.

The divisions medical specialties include Renal, Endocrinology and Diabetes, Geriatric Medicine and the General Practice (GP) Integration Unit. Western Health at Home provides a range of acute and subacute services that deliver hospital level care within the comfort of a patient's home. These services include Hospital in the Home, Rehabilitation at Home, GEM at Home, Rapid Allied Health, Community Based Transition Care Program and Dialysis at Home, which deliver healthcare that would otherwise be provided within an inpatient setting.

Western Health at Home's breadth of community-based care and specialty assessment clinics provide comprehensive care to support the management of chronic disease. The division has chronic dialysis units located at all Western Health main campuses and acute units at Sunshine and Footscray Hospital. Western Health at Home manages a primary healthcare service within Dame Phyllis Frost Centre, a maximum-security women's prison located in Melbourne's West.

Specialised Rehabilitation Program

Specialised Rehabilitation Program (SRP) aims to assist clients and their carers to reach their maximum potential and independence through the provision of multidisciplinary rehabilitation. Clients are provided with an individualised, short-term, goal-orientated therapy program which emphasises self-management and education. Sessions are conducted in the centre, at home and/or via Telehealth.

Division of Allied Health

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 psychosocial 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, and Speech Pathology.

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:

- Service Manager SRP
- Social Work Manager
- Operations Manager, Western Health at Home
- Director, Western Health at Home
- Senior SW Leadership Team
- Grade 2 SW's within Western Health at Home
- Other members of the service/team, including the multidisciplinary team
- Director of Allied Health and Senior Allied Health Staff
- Social Work staff across Western Health
- Relevant Western Health Clinicians and staff

External:

- Clients and their family/carers
- Key community organisations
- SW peers in other tertiary organisations, health or community services

Selection Criteria**Essential**

- Bachelor/Masters of Social Work degree and eligibility for AASW membership
- Minimum 7 years clinical social work experience, preferably in a community rehabilitation/hospital/health care setting
- Highly developed leadership, communication and interpersonal skills, including negotiation, conflict resolution and creative problem solving
- Consolidated skills and experience in professional staff supervision to promote professional competence and foster staff development
- Demonstrates a sound understanding of a broad range of theoretical frameworks, including trauma-informed care, recovery-oriented practice, human rights, and social justice principles
- Understands the impact of mental illness on families and carers, including those from diverse communities
- Demonstrates the ability to provide professional leadership, including initiating, developing, and evaluating social work services within a community rehabilitation setting
- Excellent organisational and time management skills
- Knowledge of, and participation in, continuous quality improvement processes and commitment to clinical research
- Commitment to continuing professional development and lifelong learning
- 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

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- 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 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), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005
- 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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

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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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