

POSITION DESCRIPTION

Position Title:	Senior Social Worker
Business Unit/Department:	Western Health Mental Health at Home (WHMH at Home)
Division:	Mental Health & Wellbeing Services
Award/Agreement:	Victorian Public Mental Health Services Enterprise Services Enterprise Agreement
Classification:	Grade 3 – Year 1 to Year 4 (YC46 to YC49)
Reports To:	Program Manager – WHMH at Home
Direct Reports:	Nil
Date Prepared/Updated:	30 September 2025

Position Purpose

The Senior Social Worker role is part of a new clinical service within Mental Health and Wellbeing Services at Western Health, and service the community of the western suburbs of Melbourne.

Western Health Mental Health at Home (WHMH at Home) is a 24-hour, 7-day per week service offering the equivalent of 10 beds for adults over 18 years who are experiencing an acute mental health crisis and would otherwise require an inpatient admission.

The service is underpinned by the Hospital in the Home (HITH) model of care, ensuring acute mental health treatment is delivered safely and effectively within the consumer's home environment. WHMH at Home provides acute mental healthcare and support to individuals and families in their own homes, including risk assessments, mental state examinations, medication management, psychoeducation, and recovery-focused interventions.

Through use of recovery-oriented and client-centred practice, the Senior Social Worker will work together with the multi-disciplinary team of allied health and medical staff to deliver high quality care to consumers and their families, providing psychosocial support and discipline specific interventions that is inclusive and culturally sensitive.

Social Work at Western Health Mental health & Wellbeing Division

Social Workers provide services to people experiencing mental health and wellbeing concerns; and their families and/or supports. This is undertaken through utilising both generic clinical mental health and discipline specific skills and knowledge.

Our Social Workers provide interventions that are informed by the values of our profession: respect for persons, social justice and professional integrity. Social Workers use a person centered, strength-based approach and recognise the psychosocial determinants that impact on one's mental health and wellbeing. Social Workers collaborate with consumers, their families, carers and supports and build strong external networks and referral pathways for the benefit of our consumers.

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Our Social Workers operate in multidisciplinary teams including the lived experience workforce to meet the recovery, treatment and support needs of those experiencing mental distress, and provide support to people in addressing their goals towards their social and emotional wellbeing. We work across a wide range of settings, inclusive of community, inpatient and residential settings. Each of these teams work with either young people, adults or the older adult population.

Social Workers provide comprehensive psychosocial assessments and use an intersectional lens to engage in clinical case work, discharge planning, work with families and carers as well as diverse, vulnerable and emerging communities. Social Workers utilise specialist skills such as mental health assessment and risk assessment, acute treatment and support as well as other evidence-based interventions. Social workers are informed of the structural inequalities that impact our community and work to challenge inequity through advocacy.

All social workers are expected to engage in regular clinical supervision for the purposes of support, education, and accountability as is required by Western Health and the Australian Association of Social Workers (AASW).

Business Unit Overview

The Division of Mental Health and Wellbeing Services spans multiple Western Health sites and community settings, delivering services across the lifespan. Established in response to a key recommendation from the Royal Commission into Victoria's Mental Health System, the Division serves the municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

Care is provided through a recovery-oriented approach by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. Services include hospital-based, community and specialist programs for adults, older adults, children and adolescents who are experiencing, or are at risk of developing, a serious mental illness. The Division works collaboratively across other Western Health Divisions and in partnership with external health and community providers to ensure the delivery of Best Care. With a strong commitment to innovation, the Division continues to expand and strengthen service options to meet the evolving mental health and wellbeing needs of the Western Melbourne community.

Key Responsibilities

Accountabilities:

- Provide clinical leadership in the form of role modelling and mentoring to clinical and wellbeing staff
- Provide leadership to the team with shift coordination and handover in the absence of the Team Leader or Manager
- Participate in collaborative mental health assessment of consumers where indicated
- Work with consumers who have complex lived experience of mental ill health, providing support and strategies to other clinicians
- Providing interventions in relation to complex clinical issues including Dual Diagnosis, family violence and physical health comorbidities to improve consumer level of functioning and quality of life
- Work collaboratively with consumers, families, carers and the multidisciplinary team in the development, implementation and review of Individual Recovery Plans/Treatment Plans and provision of quality services
- Possess current, advanced, specialist mental health knowledge and skills and apply these skills to lead clinical interventions
- Deliver discipline specific interventions to consumers and their families and carers including engagement, assessment, information and referral, advocacy and family support
- Hold portfolios for the team in line with discipline specialities and professional interests
- Contribute to service development and continuous improvement projects
- Utilise highly developed mental health skills to support the team to identify and support consumers presenting with signs of deterioration in mental health or increased risk profiles
- Provide leadership in ensuring policies, processes and guidelines are implemented and followed consistently
- Be accountable for own personal professional practice, critical reflection, professional development and performance assessment and review
- Promote, develop and support the peer support workforce across programs

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- Liaise with and build relationships with key internal and external stakeholders

Quality Improvement:

- Participate and lead quality improvement projects alongside management and the broader team
- Enhance the utilisation and sharing of best practice knowledge and skills across the team
- Support an environment which promotes continuous improvement in practice
- Support a culture of continuous improvement and actively identifies areas for improvement

Contribution to Service & Systems:

- Support Leadership in developing and implementing guidelines, protocols, procedures, standards and systems of work set by the organisation
- Undertake administrative tasks according to the protocols established for the team and required for reporting on the minimum data set reporting framework
- Contribute to the application of information systems to improve clinical practice and inform clinical decision making

Professional Development:

- Demonstrate strong ongoing commitment to own professional development and the ability to support and develop knowledge and skills in others
- Provide discipline specific clinical supervision and support undergraduate and post-graduate students

In addition to the key responsibilities specific to your role, allied health professionals are also required to deliver on the [WH AH Capability Framework](#).

Key Working Relationships

The Senior Mental Health Clinician is operationally responsible to the Manager of the WMH at Home Program. Social Workers are also professionally accountable to Chief Social Worker (Mental Health).

Other key working relationships include:

Internal:

- Members of the Western Health Mental Health and Wellbeing Services Division
- Nursing, Medical and Allied Health Professionals working in other Divisions
- Operational Managers, Mental Health & Wellbeing Services
- Divisional Director, Mental Health & Wellbeing Services
- Consumers, carers and support networks

External:

- Family and Children Services
- Victoria Police
- Area Mental Health and Wellbeing Services
- Safer Care Victoria
- First Nations Health Service Providers
- NDIS Registered Organisations
- Community Service Sector
- Primary Care Sector

Selection Criteria

Formal Qualification(s) and Registration Requirements:

Social Workers:

- An approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers.
- Minimum 7 years' experience working as a Social Worker within Mental Health

Essential:

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- Demonstrated high level mental health assessment and intervention skills, including discipline specific interventions
- Demonstrated commitment to consumer centred and recovery-oriented care
- Highly developed verbal and written communication skills
- Demonstrated experience in participating in continuous improvement projects
- Demonstrated ability to identify and harness opportunities for innovation and collaboration on improving service delivery resulting in demonstrable outcomes.
- Demonstrated ability to work both autonomously and as part of a multidisciplinary team
- Demonstrated problem solving and conflict resolution skills
- Ability to provide discipline specific clinical supervision to other clinicians and students
- Be familiar with and adhere to relevant professional codes of ethics, the values of Western Health, and relevant legislation, in particular: the Mental Health and Wellbeing Act (2022), Children, Youth and Families Act 2005, Child Wellbeing and Safety Act 2005, Family Violence Protection Act 2008, the Guardianship & Administration Act (2019), Victorian Charter of Human Rights and Responsibilities Act 2006 and clinicians' responsibilities under s141 Health Services Act with regard to the sharing of health information.
- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation or other applicable Acts
- Hold a current driver's licence and capacity to use in this role.
- Demonstrated time management skills, and the ability to generate strategies for prioritising workloads effectively.
- Demonstrated ability in providing leadership within teams as a staff member.
- Highly developed interpersonal, written and electronic communication skills.
- Computer literacy.

Desirable:

- High performance standards for self and others
- Ability to speak a community language other than English

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 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

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- 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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites 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

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: _____

Employee's Signature: _____ Date: _____

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