

POSITION DESCRIPTION

Position Title:	Social Worker - Allied Health Grade 1 Professional
Business Unit/Department:	Allied Health
Division:	Operations
Award/Agreement:	Health Professionals (Victorian Public Sector) (Single Interest Employers) EA – 2021-2026
Classification:	SC11 – SC24
Reports To:	Allied Health Manager – Social Work via delegated Senior Social Worker
Direct Reports:	N/A
Date Prepared/Updated:	29 May 2024

Position Purpose

The Grade 1 Social Worker is required to provide high quality care to patients and their families/carers through the use of developing clinical skills, effective communication, and demonstration of professional responsibility through pro-active participation within the Social Work service and multidisciplinary teams. The Grade 1 Social Worker will undertake other tasks and responsibilities within the scope of practice as requested. The Grade 1 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
- 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,

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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
- Maintain registration (as required) and report any changes or limitations on practice if applicable
- Comply with all Western Health policies and procedures
- Deliver high quality person centred interprofessional care in line with the "Best Care" framework
- Ensure that workload statistics, and other required information is entered in a timely and accurate manner as per organisational requirements
- Participate in research/evaluation
- Contribute to the evaluation of guidelines in immediate work area
- Plan, prepare, perform and deliver effective and individualised assessment and interventions, demonstrating clinical reasoning and core clinical competencies, including use of relevant assessment tools, treatment methods, and case management skills
- Perform evidence based clinical services using a person centred approach
- Demonstrate organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Attend and participate at relevant team/service meetings in relation to patient care
- Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with consumers, other staff and service providers
- Have a clear understanding of the service and professional role within the service
- Participate in relevant committees, working groups and meetings as requested
- Demonstrate knowledge of resources relevant to work area
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- 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
- Participate in learning that will enhance personal knowledge and continuing professional

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development

- Consult with senior staff when dealing with difficult situations
- Demonstrate ability to identify a problem within a service and take it to a higher level for resolution
- Where designated, take a support role in student education that is timely, flexible and responsible
- Actively participate in regular clinical supervision, demonstrating ongoing development of clinical skills and reflective practice as identified in supervision plan
- 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

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
- Sound interpersonal, written and electronic communication skills
- Computer literacy
- Current Working with Children Check

Desirable

- AASW Accredited Social Worker
- Current Victorian Drivers licence
- Hospital or health care experience

Desirable Personal Attributes

- Self motivated
- Compassionate and empathetic approach
- Ability to influence others
- Open to new ideas
- Timely informed decision making
- People orientated
- Confidence in own ability
- Builds rapport
- Adaptable, flexible and persistent as required
- Takes direction
- Resilience
- Positive outlook

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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), 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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POSITION DESCRIPTION

Position Title:	Social Worker - Allied Health Grade 2 Professional
Business Unit/Department:	Allied Health
Division:	Operations
Award/Agreement:	Health Professionals (Vic Public Health Sector) Single Interest EA – 2016-2020
Classification:	SC21 - SC24
Reports To:	Allied Health Manager – Social Work via delegated Senior Social Worker
Direct Reports:	Professional supervision of Grade 1 staff and Social Work students, as required
Date Prepared/Updated:	18 September 2019

Position Purpose

The Grade 2 Social Worker is required to provide high quality care to clients through the predominantly autonomous use of proficient clinical skills, effective communication, and demonstrate developing professional leadership through pro-active participation within the Social Work service and multidisciplinary teams. The Grade 2 Social Worker will undertake other tasks and responsibilities within the scope of practice as requested. The Grade 2 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.

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- Perioperative & Critical Care Services
- Cancer, Aged & Continuing Care Services
- 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

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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
- 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
- Deliver high quality person centred interprofessional care in line with the "Best Care" framework
- Demonstrate independent clinical reasoning and clinical competencies, including expertise in use of relevant assessment tools, treatment methods, and case management skills
- Demonstrate developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Perform evidence based clinical services using a person centred approach in the development of an appropriate treatment plan
- Assist with development and evaluation of procedures and guidelines
- Participate in planning for clinical services for the team
- Identify solutions to problems within the service and seek advice for complex matters
- Participate and represent the service (in consultation with senior staff) at relevant committees, working groups and meetings as requested.
- Provide information and education about the service and professional role within the service
- Attend and participate at relevant team/service meetings
- Where designated, provide high quality clinical supervision to junior staff and students that is timely, flexible and responsible
- Conduct or contribute to feedback to staff on their performance including performance development planning where relevant
- Assist in cultivating an environment where workers have the opportunity to work to their full scope of practice and potential
- Participate in the development, organisation and delivery of education programs for Western

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- Health staff, external service providers and the community
- Participate in research/evaluation and ongoing service review
- Ensure that workload statistics, and other required information is entered in a timely and accurate manner
- Perform other duties as directed
- Demonstrate effective negotiation skills and conflict resolution when dealing with difficult situations
- Contribute to a culture that promotes effective teamwork, encourages cohesion and ensures staff feel valued and contributions are acknowledged
- Demonstrate open and effective communication (verbal, non verbal, written and electronic) with consumers, other staff and service providers
- Demonstrate knowledge of resources relevant to work area and act as a resource person for other team members
- 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

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

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 3 years professional social work experience, preferably in a hospital/health care setting
- Highly developed interpersonal, written and electronic communication skills
- Computer literacy
- Current Working with Children Check

Desirable

- Current AASW CPE accreditation
- Current Victorian Drivers Licence

Desirable Personal Attributes

- Self motivated
- Compassionate and empathetic approach
- Ability to influence others
- Open to new ideas
- Timely informed decision making
- People orientated
- Confidence in own ability

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- Builds rapport
- Adaptable, flexible and persistent as required
- Takes direction
- Resilience
- Positive outlook

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), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
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