

## POSITION DESCRIPTION

<b>Position Title:</b>	Social Worker (NDIS Access Support)
<b>Business Unit/Department:</b>	Community Programs
<b>Division:</b>	Integrated Community Health Services
<b>Award/Agreement:</b>	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 2
<b>Reports To:</b>	Manager – Community Adult Health Programs
<b>Direct Reports:</b>	N/A
<b>Date Prepared/Updated:</b>	1 December 2025

### Position Purpose

Social Workers provide a diverse range of care and support to clients across the continuum of care. Social workers have strong clinical knowledge, skills and experience in supporting clients navigate complex systems to enhance their quality of life.

This role will work within the community HACC-PYP services in Bacchus Marsh and Melton to support clients in the community in accessing the National Disability Insurance Scheme (NDIS), navigating the NDIS and coordinating assessments/ reports for NDIS access needs. They will work collaboratively with the wider Community Health Services in a multidisciplinary and coordinated approach to care.

### 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.

#### Integrated Community Health Service Directorate

The Integrated Community Health Services Directorate at Western Health focuses on delivering high quality evidence based care to those residing in the City of Melton and Moorabool Shire across a variety of clinical settings. Services are provided across acute (medical surgical and maternity unit), outpatient services (Paediatric and Adult), outpatient rehabilitation, community health settings (Paediatric and Adult), residential care services, health promotion, community partnerships and support services across Bacchus Marsh, Melton and Caroline Springs campuses.

The Integrated Community Health Services Directorate has a strong focus on multidisciplinary care with services being provided in both an individual format and group based interventions. Staff model the Western Health values of CARES (Compassion, Accountability, Respect, Excellence and Safety). Within community services there are multiple different funding programs to support a patient's and client's journey and build their independence in the community.

Services within this directorate include:

- Adult Allied Health

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- Paediatric Allied Health
- Community Health Nursing
- Community Nursing
- Perpetrator Men's Family Violence
- Aboriginal Programs
- NDIS (National Disability Insurance Scheme) Therapeutic Supports
- Support at Home Programs
- Dental Services

### **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 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

### **Key Responsibilities**

- Support community team members to deliver a high standard of care in supporting clients to access and navigate the NDIS
- Advocate on behalf of clients and their families and carers for access to NDIS services
- Keep activity data for reporting for the funding program as requested
- Prepare reports in support of NDIS access as required
- Help clients prepare for Independent Assessments or Planning Meetings
- Facilitate the information gathering for clients to complete access meetings
- Stay on top of changes to access requirements within the NDIS and facilitate the learning of other team members as required
- Liaise with the NDIS local area coordinator in support of NDIS assessment and plan development
- Demonstrate a commitment to the patient "Charter of Healthcare Rights" and the NDIS Code of Conduct
- 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
- Ensure delivery of a high quality client centred care in line with the "Best Care" Framework
- Demonstrate an based knowledge, clinical reasoning and competencies, to support patient care in area of practice
- Demonstrate highly developed organisational skills and efficient time management to appropriately evaluate, prioritise and complete workload
- Identify and support others to solve complex problems

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- Demonstrate open and effective communication (verbal, non-verbal, written and electronic) with consumers, other staff and service providers
- Demonstrate 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
- Support the provision of information and education about the service and professional role within the service
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings
- Assist in meeting reporting requirements relating to the service
- Ensure that service/program outcomes are achieved through appropriate client management and pathways
- 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 [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### Key Working Relationships

#### Internal:

- Director Operations Integrated Community Health Services
- Manager Community Adult Health Programs
- Manager Social Work
- Community Health Clinical Teams
- Social Work Team
- Other members of the clinical team

#### External:

- NDIS Local Area Coordinators
- Clients and their families/ carers
- NDIS providers

### Selection Criteria

#### Essential:

- Bachelor/Masters of Social Work degree and eligibility for AASW membership
- Current Working with Children's Check
- Highly developed communication skills
- Experience working within a multidisciplinary team

#### Desirable:

- Knowledge around Community Health and NDIS processes
- Good time management and organisational skills

### 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.

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- 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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- 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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