

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>SOCIAL WORKER LEVEL 3</b>
<b>Department:</b>	Allied Health
<b>Classification:</b>	Level 3
<b>EBA / Award:</b>	NSW Health Service Health Professionals (State) Award
<b>Primary Site:</b>	Albury Campus
<b>Employment Conditions:</b>	<input checked="" type="checkbox"/> Vaccination Category A <input type="checkbox"/> Vaccination Category B <input checked="" type="checkbox"/> Working with Children <input type="checkbox"/> Aged Care
<b>OUR PURPOSE</b>	
<i>Together, we advance the health and wellbeing of our community.</i>	
<b>OUR COMMITMENTS</b>	
We foster a <b>unified</b> culture of safety, inclusion, and learning.	
We are <b>kind</b> , compassionate and supportive of each other, our consumers, and partners.	
We are <b>trustworthy</b> , accountable, and transparent in our actions and communication.	
We are <b>respectful</b> of others, actively listen, and are collaborative, consistent, and reliable.	
We are visionary, <b>optimistic</b> and inspire solutions to support a healthier future.	
<b>ROLE SUMMARY / PURPOSE</b>	
<p>To contribute an advanced professional and leadership skill base relevant to AWH Social Work</p> <p>To support development of the Social Work service through quality improvement initiatives, professional supervision, mentoring and competency training.</p> <p>To provide clinical services across both hospital campuses in accordance with clinical urgency and demand (ie: cover during planned and unplanned staff shortages).</p> <p>To support the Social Work Discipline Manager in the development of and implementation of the effective clinical governance for all AWH Social Work.</p> <p>To support the Social Work Discipline Manager in the operational management of Social Work admitted and bed based services.</p> <p>Flexibility of working hours and days is a requirement in order to explore and evaluate models of care for the ED.</p> <p>All AWH Allied Health professionals will work with their operational and professional managers to support the effective patient flow through admitted and non-admitted services. This will include deployment to different work areas in response to individual urgent referrals during times of unplanned staff leave with resultant critical staff shortage and risk to patient care and flow. Discipline Managers will work with staff to ensure they work within their professional scope of</p>	

practice (as defined by Victorian Department of Health and Human Services; Allied Health Competency, Credentialing and Capability Framework).

## KEY RESPONSIBILITIES

### **Clinical Practice:**

- Independently provide high quality clinical services for patients referred to the Social Work service for: Crisis intervention, advocacy, leadership in case management, family intervention and support, therapeutic intervention, comprehensive discharge planning, education, grief and loss; and socio legal issues.
- Undertake comprehensive and evidence informed psycho social assessments.
- Manage complex clinical presentations within the multidisciplinary team and support junior staff to develop clinical competencies relevant to these patients.
- Provide all services in a culturally appropriate manner in areas of clinical responsibility.
- Provide quality supervision, training and delegation for clinical and clinical support duties to AHA's
- To ensure evidence based practice protocols are implemented, updated and followed within their clinical area.
- Adhere to Department of Health and Human Services and AWH procedure to maintain accurate, relevant and current documentation in client records.
- Provide patient centred care planning within multidisciplinary teams.
- Participate in the clinical education program for masters and undergraduate Social Work students, AHA students and work experience students.
- Weekend work may be required as per departmental roster.

### **Leadership and Management:**

Work with the Social Work Discipline Manager to:

- Implement the AWH performance development and AWH Allied Health Supervision procedure for the AWH Social Work staff.
- Maintain current, Evidence based practice clinical procedures and guidelines for the AWH Social Work discipline group.
- Progress workforce management initiatives in response to service demand.
- Coordinate service improvement initiatives with particular focus on initiatives for the Wodonga Campus.
- Accept delegation of further management responsibilities including workforce management for staff rostered within the admitted services.

### **Personal / Professional Development:**

- Adhere to AWH and Social Work procedures for Performance development Planning and professional Supervision.
- Actively manage and participate in your own professional development including advanced competencies for Social Work as delegated.
- AWH Social Workers are expected to participate in Australian Association of Social Workers (AASW) voluntary self-regulation program.

### **Customer Service:**

- Provide patient centred and culturally appropriate clinical services.
- To optimise client outcomes through provision of education and collaboration with other staff, students, clients and carers; community groups and other agencies as appropriate and required.
- To provide Social Work services in line with AASW Code of Ethics and AWH code of conduct.
- At all times promote positive interpersonal relationships both within and external to AWH.
- To provide quality education – including written / visual and verbal, to clients to support their ability to manage their own health.
- Comply with child protection Policy and Procedure and complete applicable training.

**Team Work and Communication:**

- To actively participate in and lead relevant team meetings and projects.
- To communicate effectively with the Social Work Discipline Manager regarding client and administrative matters.
- To actively participate and contribute to the outcomes of multidisciplinary and discipline specific teams.
- To communicate in a culturally appropriate, effective, and positive way with all members of the team.
- To perform other duties in keeping with professional and administrative responsibilities.
- To ensure multidisciplinary team work can take place through appropriate referral and cooperation with other disciplines in the multidisciplinary team (internal and external of AWH).

**Documentation and Administration:**

- Maintain daily activity statistics on electronic data base.
- Document clinical activity in the AWH central client medical record for every service episode in line with medical record guidelines.
- Maintain current documentation according to other local procedures (i.e.: rehabilitation pathway, Functional Independence measures).
- Provide professional and timely reports to external agencies as required (i.e.: referral agents for acute outpatients, referral to external agencies, etc.).
- Participate in ongoing review, development and implementation of policies and local procedures within Social Work, in with AWH and Department of Health and Human Services requirements.

**Continuous Quality Improvement:**

- Lead quality improvement initiatives for clinical services.
- Communicate effectively with the Social Work Discipline Manager regarding new interventions applicable for the development of effective service delivery.
- Adhere at all times to Occupational Health and Safety (OH&S) policy and procedures and comply with “employee” responsibilities as responsibilities as identified in the Victorian OH&S Act.
- Commitment to principles and practices of infection control as they relate to the employees designated area of work.
- All employees are expected to participate in mandatory education as it relates to their specific roles and responsibilities. These include:
  - Fire and Evacuation.
  - Manual handling.
  - Minimal / No Lift (as appropriate).
  - BLS as appropriate.
  - Infection control.
- Up to date immunisation status for the following infectious diseases (DTP, Hep B, MMR, TB, Varicella).

**CAPABILITY:**

\*Capabilities mapped against AHP grades / levels of NCHCR. Refer to CCC framework for breakdown of each domain into specific activities:

- Participates in the planning delivery and management of evidence-based patient / client care (Level 3-4\*).
- Builds and maintains effective working relationships, and works in partnership with others. (Level 3-4\*).
- Recognises the complexity of health and healthcare systems, and engages in processes and activities that promote safe, quality, effective services for all (level 3-4\*).
- Acts in accordance with professional, ethical and legal standards (Level 3\*).
- Maintains and extends professional competence, and contributes to the learning and development of others. (Level 3-4\*).

**MANDATORY TRAINING:**

- It is a condition of appointment that all employees complete mandatory e-learning modules prior to commencement.

## QUALIFICATIONS AND EXPERIENCE

### MANDATORY:

1. Bachelor of Social Work or equivalent and eligible for full membership of the AASW.
2. Current drivers licence.

### KEY SELECTION CRITERIA:

3. Demonstrated experience and competency to undertake comprehensive psycho social assessments and ability to use advanced skills in providing a range of targeted and needs based interventions.
4. Demonstrated capacity to communicate effectively across a variety of teams in the advocacy of patient centred care, resolution of conflict and supervision of staff.
5. Demonstrated ability to manage service delivery including workforce issues; service demand and service development.
6. Demonstrated commitment to and leadership of quality and safety improvement activities.
7. Demonstrated ability to manage personal workload.
8. Demonstrated commitment to own professional development.

### ENCOURAGED:

Membership of Australian Association of Social Workers (AASW) and relevant special interest groups and associations.

## PERSONAL ATTRIBUTES / SOFT SKILLS

- Is easy to approach and has the ability to build rapport with patients and staff.
- The ability to build strong working relationships with individuals from a diverse range of backgrounds and skillsets.
- Spends the extra effort to put others at ease; is sensitive to and patient with the interpersonal anxieties of others.
- Can organise people and activities and understands how to separate and combine tasks into efficient work flow.
- The ability to understand and manage your own emotions and those of the people around you; know how your emotions can impact and affect other people.

## KEY RELATIONSHIPS

<b>REPORTS TO:</b>	Social Work Discipline Manager
<b>SUPERVISES:</b>	<p>As negotiated with the Social Work Discipline Manager, the Level 3 Social Worker will share supervisory and educational responsibilities for:</p> <ul style="list-style-type: none"> <li>• Level 1-2 Social Workers.</li> <li>• Allied Health Assistant (AHA) in relation to certain tasks.</li> <li>• Undergraduate and Master's Social Work students.</li> <li>• Work experience students.</li> </ul>
<b>OVERALL:</b>	<ul style="list-style-type: none"> <li>• Develop and maintain professional work relationships within direct team and with wider AWH staff – both clinical and non-clinical.</li> <li>• Develop and maintain professional working relationships with consumers and external service providers.</li> </ul>

## PERFORMANCE APPRAISAL

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation. This includes all Mandatory Training and Clinical Competencies as required (annually or in accordance with timelines specified in relevant health service policies and procedures).

## QUALITY AND RISK MANAGEMENT

In order to help ensure continued employee and patient safety and quality of care:

- Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of AWH.
- Staff are required to contribute to the development and maintenance of the AWH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk across the organisation.
- A positive risk culture at AWH is embedded by our belief that everyone has a role in risk. You are encouraged to identify opportunities for improvement and play a role in assisting the organisation to achieve its risk objectives.
- Staff are required to abide by the Code of Conduct for AWH.

## HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for AWH and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

I commit to:

- Reporting through the Incident Management System any near misses or incidents as they occur.
- Partaking in the promotion of the health and wellbeing of employees.
- Contributing to an inclusive and health promoting environment.
- Promoting our values and vision.
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

## SCOPE OF AUTHORITY

Employees covered under this Position Description are not permitted to work outside of their designated level of responsibility without express permission from either the Manager or the Line Manager.

## CLOSING THE GAP

AWH is committed to enhance our ability to attract and recruit Indigenous people and committed to closing the gap in employment outcomes between Indigenous and non-indigenous people.

## CONFIDENTIALITY

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of AWH. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information.

Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

**Declaration:**

As the incumbent of this position, I acknowledge that I have read the Position Description and Job Demands Checklist, understood its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to AWH. I also agree to strictly observe the AWH Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name of Incumbent: .....
Signature: ..... Date: .....

<b>ANNEXES</b>
<ol style="list-style-type: none"> <li>1. Organisational Responsibilities.</li> <li>2. Jobs Demand Checklist.</li> <li>3. Social Worker Vascular Services (NSW Level 3)</li> </ol>

<b>DOCUMENT CONTROL</b>	
<b>Executive Sponsor:</b>	Executive Director of Allied Health
<b>Manager Responsible:</b>	Social Work Discipline Manager
<b>Author(s):</b>	People & Culture
<b>Reviewed by People &amp; Culture:</b>	<input checked="" type="checkbox"/> 8/05/2024
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<b>Previously Named As:</b>	Same

## ORGANISATIONAL RESPONSIBILITIES

The following criteria are requirements for all employees that may either be assessed through the selection process or assessed as part of your ongoing and annual Professional Development / Performance Management review cycle.

### **Communication:**

- Ability to gather relevant information through effective questioning.
- Ability to express information and ideas appropriately.
- Reads / reviews relevant documents.
- Participates in meetings, committees and disseminates information as required.

### **Equal Employment Opportunity:**

- Commitment to the principles.
- Supports diversity in the workplace.

### **Information Management:**

- Collects and uses data as required.

### **Integrity:**

- The ability to understand the implications of one's actions and act in a manner consistent with relevant policies, codes, guidelines and legislation.

### **Organisation Awareness:**

- Being aware of the organisational goals and objectives and contribute positively to their attainment.

### **People / Patient Focused Environment:**

- Ability to set the highest standards of performance for self and others in meeting the needs of internal and external customers.

### **Infection Control:**

- Hand Hygiene.
- Standard precautions.

### **Primary Health:**

- Promotes the social view of health, early intervention, health promotion and harm minimisation.

### **Quality Improvement:**

- Participate in, and where applicable leads educational and Quality Improvement activities.
- Works to continually improve own performance.

### **Resource Management:**

- Ensure all allocated resources are managed in an efficient and accountable manner.

### **Safe Practice and Environment:**

- Understands responsibilities under Occupational Health and Safety legislation.
- Able to identify actual / potential work place hazards and take corrective action.
- Vaccination status meets legislative requirements.

### **Self Development:**

- The ability to understand own development needs and to recognise, create and seize opportunities to improve performance.

### **Teamwork / Collaboration:**

- Works effectively with others to achieve mutual aims, and to identify and resolve problems.
- Influence an environment free from horizontal and vertical violence.

**JOB DEMANDS CHECKLIST:**

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

***This form is to be completed by the Manager / Supervisor of the position being recruited to.***

**Position:** Social Worker Level 3

**Department / Unit:** Allied Health

**Facility / Site:** Albury

**TASKS PERFORMED:**

Nature of Tasks to be undertaken (Collective description as best describes tasks).

**FREQUENCY DEFINITIONS:**

- I = Infrequent - intermittent activity exists for a short time on a very infrequent basis.
- O = Occasional - activity exists up to 1/3 of the time when performing the job.
- F = Frequent - activity exists between 1/3 and 2/3 of the time when performing the job.
- C = Constant - activity exists for more than 2/3 or the time when performing the job.
- R = Repetitive - activity involved repetitive movements.
- N = Not Applicable - activity is not required to perform the job.

Demands	Description	Frequency					
		I	O	F	C	R	N
<b>PHYSICAL DEMANDS:</b>							
Sitting	Remaining in a seated position to perform tasks.			X			
Standing	Remaining standing without moving about to perform tasks.				X		
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes.	X					
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes.						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks.	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks.		X				
Kneeling	Remaining in a kneeling posture to perform tasks.	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks.	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery.						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps.	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg).	X					
	Moderate lifting and carrying (10 – 15 kg).						X
	Heavy lifting and carrying (16 kg and above).						X
Reaching	Arms fully extended forward or raised above shoulder.	X					
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body.	X					
Head / Neck Postures	Holding head in a position other than neutral (facing forward).	X					
Hand & Arm Movements	Repetitive movements of hands and arms.		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands.	X					
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work.						X
Driving	Operating any motor powered vehicle.		X				



Demands	Description	Frequency					
		I	O	F	C	R	N
<b>SENSORY DEMANDS:</b>							
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc.			X			
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries.			X			
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals.						X
Taste	Use of taste is an integral part of work performance, eg: Food preparation.						X
Touch	Use of touch is an integral part of work performance.	X					
<b>PSYCHOSOCIAL DEMANDS:</b>							
Distressed People	Eg: Emergency or grief situations.				X		
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.				X		
Unpredictable People	Eg: Dementia, mental illness, head injuries.				X		
Restraining	Involvement in physical containment of patients / clients.						X
Exposure to Distressing Situations	Eg: Child abuse, viewing dead / mutilated bodies.			X			
<b>ENVIRONMENTAL DEMANDS:</b>							
Dust	Exposure to atmospheric dust.	X					
Gases	Working with explosive or flammable gases requiring precautionary measures.						X
Fumes	Exposure to noxious or toxic fumes.						X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.						X
Hazardous Substances	Eg: Dry chemicals, glues.						X
Noise	Environmental / background noise necessitates people raise their voice to be heard.	X					
Inadequate Lighting	Risk of trips, falls or eyestrain.	X					
Sunlight	Risk of sunburn exists from spending more than 10 minutes per day in sunlight.		X				
Extreme Temperatures	Environmental temperatures are less than 15°C or greater than 35°C.	X					
Confined Spaces	Areas where only one egress (escape route) exists.	X					
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X					
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.						X
Working At Heights	Ladders / stepladders / scaffolding are required to perform tasks.						X
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.						X

The area below is for any special comments or notes on significant physical or other demands required to perform this job.

## SOCIAL WORKER VASCULAR SERVICES (NSW LEVEL 3) POSITION STATEMENT



### Aim:

In partnership with the Vascular Service team the Social Worker Vascular Services will work closely with the multidisciplinary team in the interdisciplinary high risk foot clinic and/or chronic complex wounds clinic to provide high quality social work services to patients accessing the clinics.

### Key Relationships:

**Reports to:**                    **Operationally** – Vascular Clinic Lead - Perioperative Division  
    **Professionally** – Social Work Manager

**Supervises:**                Nursing/Medical/Allied health student  
    Non clinical staff

### Overall:

- Develop and maintain professional work relationships within the direct Vascular Services team and with the wider AWH staff both clinical and non-clinical.
- Develop and maintain professional working relationships with consumers and external service providers.

### Position Specific Priorities:

- Social Worker Vascular Services is responsible for providing appropriate evidence based clinical care to patients accessing the interdisciplinary high risk foot clinic and/or chronic complex wounds clinic.

### The Requirements for this Position Involve:

- Relevant, recent clinical skills related to chronic disease management.
- A demonstrated collaborative interdisciplinary approach to the delivery of care.
- Well-developed communication and interpersonal skills, with the ability to liaise with the patient, family and other health professionals.
- Ability to work independently and make substantive evidence based patient management decisions.

### Role Specific Responsibilities:

- Attend interdisciplinary high risk foot clinic and/or chronic complex wounds clinic sessions.
- Provide patient focused clinical assessment and care of patients accessing the interdisciplinary high risk foot clinic and chronic complex wounds clinic.
- Provide education to patients and carers of whom are accessing the interdisciplinary high risk foot clinic and chronic complex wounds clinic.
- Ensure clinical documentation occurs in a timely manner.
- Evaluate patient care outcomes and act proactively through engagement with the vascular team.
- Support and engage in quality activities to promote the vascular clinic development at AWH.
- Maintain currency of skills and knowledge through appropriate professional development