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| **Position Title** | Social Worker |
| **Position Number** |  |
| **Department** | Community Services |
| **Classification** | Grade 1-2 |
| **Agreement**  |  Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026  |
| **Reports to:** | Allied Health Manager Director of Community Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To provide high quality and effective Social Work services for consumers and residents across multiple settings including the community; people with chronic disease at risk of hospital admissions; people transitioning to residential aged care; and those admitted to an acute bed.

To work with a small team of Social Workers to prioritise referrals, achieve service delivery targets and implement improvement activities.

**Department / Unit Specific Overview**

East Grampians Health Service aims to meet the needs of the community by offering a vast array of services to the Ararat rural community. We offer outreach services to Willaura as well as Bush Nursing Centres in Lake Bolac and Elmhurst. Our services include Dental, Physiotherapy, Exercise Physiology, Occupational Therapy, Podiatry, Speech Pathology, Dietetics, Diabetes Education and Social Work. These services support other clinical areas including our acute and residential aged care patients/residents. Our community health centre also hosts clinics and consulting for visiting surgeons and specialist nursing.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20%282023-27%29.pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY%2C%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Work closely with team to prioritise and delegate referrals within the team
* Manage a community caseload and provide support when required, for acute, transition to Residential Aged Care and Aged Care residents
* Provide a case management role for people with chronic and complex health and / or psychosocial conditions who are at risk of being readmitted to hospital
* Support other case managers or care co-ordinators to reduce the risk of hospital admissions
* Identify and promote opportunities for multi or interdisciplinary care planning
* Safely and effectively assess, treat and monitor patients within own abilities and scope of practice, consult with more experienced clinicians when problems arise
* Provide supervision to students and less experienced staff and encourage their safe and effective performance
* Represent EGHS Social Work on relevant internal and external committees and steering groups
* Comply with documentation requirements for Social Work in healthcare
* Ensure all patients, residents, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
* Contribute to service and quality improvement activities and projects in the clinical area and within Community Services
* Contribute to the implementation of safety and quality initiatives
* Undertake any additional duties as indicated by management

**Key Performance Indicators**

* Demonstrates practice within the Vision, Purpose and Values of EGHS
* Completion of all mandatory education requirements and ongoing professional development
* Performance Development Plan (PDP) completed annually
* Measured in accordance with the capabilities outlined in the Victorian Allied Health Capability Framework (Relevant to classification)
* Actively participates in staff meetings and events displaying teamwork and professionalism.
* Consults with senior staff, understand own clinical limitations and takes accountability of own actions.
* Feedback from clients, colleagues and external organisations
* Clinical utilisation time/productivity maintained at agreed rate appropriate to classification.

Key Selection Criteria

**Essential Criteria:**

* Bachelor of Social Work Degree (or qualifying Masters)
* Eligible for membership of the AASW
* Demonstrated knowledge of the application of social work theory, practice frameworks in the context of the current aged care environment
* Experience with trauma informed counselling and therapy
* Highly developed interpersonal and communication skills with the ability to work with people from diverse backgrounds
* Evidence of ongoing commitment to professional development
* Knowledge of, and ability to, participate in quality improvement activities and strategies
* Demonstrated knowledge and competency in Microsoft Office Programs including Word, Excel and Outlook
* Current Victorian driver's license (or interstate comparative with willingness to obtain Victorian License).

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* NDIS Worker Screen
* Mandatory vaccinations

 **Desirable criteria:**

* Membership of a relevant professional association

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* NDIS Worker Check
* Immunisation requirements (annually)

**Acknowledgement**

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| Employee Name |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature  | Date |
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| Developed Date (MM,YY) | November 2024 |
| Developed By Name | Christine Perry |
| Developed by Title | Allied Health Manager |