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| **Position Title** | Social Worker |
| **Position Number** |  |
| **Department** | Community Services |
| **Classification** | Dependant on qualification |
| **Agreement** | [Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employees) Enterprise Agreement 2021 - 2026](https://intranet.eghs.net.au/Files/Human%20Resources/Awards%20Agreements/Allied%20Health%20Professionals%20(Victorian%20Public%20Sector)%20(Single%20Interest%20Employers)%20Enterprise%20Agreement%202021-2026.pdf) |
| **Reports to:** | Direct: Allied Health Manager  Indirect: 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. Work within a small team of Social Workers to prioritise referrals, achieve service delivery targets and implement improvement activities.

**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, and provide contracted clinical services to specialist and correctional facilities in the immediate region. Our services include Dental, Physiotherapy, Exercise Physiology, Occupational Therapy, Podiatry, Speech Pathology, Dietetics, Diabetes Education, Health Promotion 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 |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **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 |
| **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 |
| **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 is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of home, acute, residential, and community based services. We continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’. We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**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,%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)

* Be respectful of the needs of patients, 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 any other standards as it relates 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.
* All staff are expected to 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.
* 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 with the team
* Manage a community caseload and provide support when required, for acute, transition to Residential Aged Care and 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 appropriate to classification
* Actively participates in staff meetings and events displaying teamwork and professionalism.
* Consults with senior staff, understands 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

**Acknowledgement**

Employee Signature:

Employee Name: Date:

Manager Signature:

Manager Name: Date:

**Developed Date: May 2025**

**Developed by: Allied Health Manager**

**Date of next Review: June 2026**