

Position Title:	Social Worker
Operationally reports to:	Program Manager – Rural Allied Health Team
Professionally reports to:	Chief Allied Health Officer
Department:	Rural Allied Health Team
Directorate:	Community Care and Mental Health
Cost centre:	J5003
Code & classification:	Social Worker Grade 2 (SC21 – SC24)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested
Employment conditions:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021 – 2026 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2024-2026* provides the direction for GV Health with key elements summarised below.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, therefore employment within GV Health is conditional upon evidence of having been vaccinated.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

 **Compassion**


- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

 **Respect**

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

 **Excellence**


- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

 **Accountability**

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

 **Teamwork**

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

 **Ethical behaviour**

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.



CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-2026* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

The Rural Allied Health Team (RAHT) operates from GV Health's CommunityHealth@GVHealth campus, 121-135 Corio Street, Shepparton.

RAHT services include Dietetics, Occupational Therapy, Physiotherapy, Podiatry, Social Work and Speech Pathology who are supported by a Clinical Intake Co-ordinator and Team Assistant (AHA/EN) positions. The RAHT provides services across the municipalities of the City of Greater Shepparton, the Shire of Moira, and the Shire of Strathbogie.

Services are delivered under the Commonwealth Home Support Program (CHSP) and State Home & Community Care (HACC) Program. The Social Worker will function as a member of the interdisciplinary team and is responsible for the planning and implementation of high-quality Social Work services to clients within the CHSP/HACC funding stream i.e. frail older people, people with a disability and their carers.

There is also an opportunity to work in a private practice model with clients who have a funding package (for example a Home Care Package or NDIS plan) or are full fee-paying working, within the allocated hours and resources available from within the client's funding package. This involves working closely with case managers, support co-ordinators and planners to ensure the provision of care to meet the client's needs.

Social Work services to clients will be provided on an individual basis and involve the provision of psychosocial assessment, counselling, and advocacy, care planning, advice and referral to clients, their carers, families and significant others in mainly home-based settings. The role also involves developing client directed care plans and working closely with local government/ council services, home care agencies and other community programs.

Services will be provided within the philosophy of the Victoria HACC Program Active Service Model (ASM) and CHSP wellness, re-ablement and restorative frameworks. The frameworks aim to increase the effectiveness of services by maximising client independence through person centred and capacity building approaches to service delivery. As an outcome of this model of care the capacity of clients to live independently and to participate in social and community activities is improved or maintained such that their need for recurrent CHSP/HACC services is delayed or reduced.

The position will also assist in the development and implementation of service models and independence programs in line with the current Government aged and disability sector reforms such as the CHSP, Community Aged Care Packages, National Disability Insurance Scheme (NDIS) and other areas of allied health service delivery.

The position amongst others is responsible for promoting GV Health as a quality regional health service provider.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

The Social Worker will work within an interdisciplinary approach to:

- Deliver Social Work services in accordance with the CHSP/HACC program guidelines.
- Provide discipline specific input to integrated assessments and individual client programs.



- Participate in client directed care planning and goal setting.
- Actively participate in the ongoing monitoring and review of RAHT Social Work referrals, assessment, care planning and evaluation processes and tools.
- Provide advice and guidance for community and other organisations regarding CHSP/HACC Social Work interventions.
- Represent the RAHT at organisational and regional meetings.
- Undertake quality improvement and service development activities.
- Co-ordinate supervision of Social Work student placements and participation in broader RAHT student placement programs.

1. Provide quality and safe clinical care for consumers

- Provide services to clients from a self-management framework, including support, counselling, information, advocacy, advice and referral with a focus on informed decision making and empowerment.
- Ensure client, families/representatives or carers are provided with timely information and are involved in decision making about the clients care plans and treatment.
- Convene, facilitate, document and follow-up agreed goals of family meetings, case conferences and stakeholder meetings.
- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure.
- Comply with best practice healthcare standards, legislation, and GV Health's Clinical Governance Framework and clinical practice guidelines.
- Consumer feedback and complaints are responded to appropriately to ensure that issues are resolved and quality and safe clinical care is provided.
- Maintain accurate and current clinical records ensuring documentation meets professional and legal standards.
- Ensure an effective transition between services that reflects the needs of the consumer.
- To provide services which are accessible, responsive and support the needs of diverse communities and the identified CHSP/HACC special needs groups.

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and openly communicate with all members of the RAHT and other health care or community providers to achieve desired client outcomes.
- Provide feedback to referring services about referral outcomes and client progress, as needed and with appropriate consent.
- Respect the decisions and actions of others.
- Actively contribute to RAHT staff meetings in addition to case conferences to facilitate client care goals.

3. Support and participate in evidence-based programs to evaluate and improve the quality of consumer care and outcomes

- Maintain current knowledge of clinical practice
- Actively participate in identifying where improvements can be made to the quality of consumer care
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

4. Commit to ongoing professional development of self, other employees and the profession

- Maintain and demonstrate regulated clinical skills and competencies by undertaking professional development and completing mandatory training as defined by GV Health and the RAHT, CHSP/HACC program
- Undertake credentialing and review of scope of practice and work within these.
- Improve performance through reflective practice and by seeking feedback, setting goals and participating in annual performance reviews.
- Support the development of others by acting as a resource to colleagues and participating in orientation and precepting of new employees and supervising students.
- Provision of appropriate supervision to less experienced clinical employees.
- Participate in committees and professional groups and disseminate relevant information to other health care professionals.
- Participate in service reviews, team meetings and planning days.
- Participate in the planning, development and evaluation of the RAHT Social Work model

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR ALL CLINICAL EMPLOYEES:

- Where relevant collaborate with clients and the community in the development, implementation and review of health service planning, policies and quality improvement activities.
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times.
- Assist with the supervision of students where appropriate.
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines.
- Comply with the principles of Patient and Family Centred Care.
- Promote GV Health as a quality regional health care provider.

KEY PERFORMANCE INDICATORS:

- Registration is maintained and working within scope of practice.
- Attendance and active participation at meetings as required.
- 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework and RAHT / CHSP / HACC training and education requirements.
- Statistics, evaluations and reports are completed within agreed timeframes.
- Meet the expected target (hours) for service delivery.
- Utilisation of service co-ordination policies, procedures and practices in the delivery of client care.
- Completion of care plans for all clients.
- Completion of correspondence to service providers to communicate client plans and outcomes.
- Completion of service development plan and quality improvement activities.



- Active participation in the Performance and Development review process.
- Adhere to the Australian Association of Social Workers Code of Ethics and Practice Standards.

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Australian Association of Social Work (AASW) accredited Bachelor of Social Work or Master of Social Work (qualifying) and member of the AASW.
- Broad knowledge & experience in the planning, implementation and evaluation of current Social Work practice within home and community settings.
- Experience in the delivery of Social Work services to clients with complex presentations, inclusive of mental health problems, complex health conditions, cultural and diverse backgrounds and social disadvantage.
- Experience in providing services within a self-management framework and active service model/reablement approach to care delivery.
- An excellent level of knowledge of the local service system, and ability to liaise and advocate across the full spectrum of health and welfare services.
- Excellent interpersonal, written and communication skills, including computer literacy and the ability to produce well-written reports.
- The ability to work collaboratively as an individual practitioner within an interdisciplinary team environment including the ability to initiate and maintain effective professional relationships.
- Proven organisational and time management skills with an ability to prioritise and manage a diverse caseload.
- Evidence of full immunisation against COVID-19 and seasonal Influenza
- Clear National Disability Insurance Scheme Worker Screening (NDIS) Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

Desirable

- Post-graduate qualifications in gerontology are advantageous, but not essential.
- Experience working with frail older people, people with disabilities and their carers, and people living in rural communities.
- An ability to liaise with a broad range of regional service providers, and members of the community.



Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

Consumer Care Role	
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling equipment) ▪ general consumer handling and clinical duties ▪ sitting, standing, bending, reaching, holding ▪ pushing pulling trolleys and equipment ▪ working alone ▪ general clerical, administration work, computer work ▪ use of personal protective equipment and handling ▪ operating equipment ▪ handling general and infectious waste ▪ participating in shift work and on-call 	<ul style="list-style-type: none"> ▪ Exposure to substances and hazardous materials ▪ working at other locations may be required ▪ dealing with anxious or upset consumers or members of the public ▪ driving a motor vehicle

Reviewed by	Program Manager – Rural Allied Health Team
Issued	February 2024
Reviewed	July 2024

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____ /_____/_____

(Print Name)