

Position Title:	Social Worker
Operationally reports to:	Manager Ambulatory Aged Care Programs
Professionally reports to:	Chief Allied Health Officer
Department:	Ambulatory Aged Care Programs (AACP)
Directorate:	Community Care & Mental Health
Cost centre:	F8506
Code & classification:	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 Sector) (Single Interest Employers) 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 2024-26* 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, and where mandated, against Influenza. 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.



GV Health

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2024-26* 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 GV Health Ambulatory Aged Care Program consists of 3 programs: Transition care program (TCP), Restorative Care Program (REST) and GEM in The Home (GITH). These three services are aimed at restoring client's health and wellbeing through a multidisciplinary approach that is time limited and goal orientated. Social Work services are client focused, efficient and effective and meet established standards of excellence. Social Work involves the provision of psychosocial assessment, counselling, support (emotional and practical), case management, crisis intervention, and advocacy to patients, their families and significant others.

This position will provide Social Work services to AACP clients, their families and significant others in a community setting. The Social Worker will function as an integral member of the Multidisciplinary team and be responsible for the planning and implementation of high quality Social Work interventions. The Social Worker will have a strong focus on continuous improvement, and the ongoing evaluation of the quality and outcomes of social work interventions. The Social Worker must communicate and interact effectively with relevant departments within GV Health and external services to ensure best practice outcomes.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

This position will include but is not limited to:

- Delivery of a comprehensive, client focussed Social Work Service to AACP.
- Engage in clinical work that is guided by evidence-based practice with outcomes monitored and evaluated to improve the quality of Social Work interventions.
- Work within the multidisciplinary team, recognising and respecting the expertise and contribution of all team members.
- Manage time and prioritise competing demands to ensure clinically appropriate care is delivered in a timely manner, and non-clinical timeframes and responsibilities are met.
- Ensure Social Work referrals, including pathway interventions in AACP are triaged, assessed and prioritised according to service eligibility criteria and guidelines.
- A case management/care coordination model of care is included in this role.
- Representation of the AACP Department at organisational meetings.
- Work collaboratively with internal and external health professionals and services in relation to patient care.
- Identify and organise opportunities for better access to services and community connectedness for AACP clients.
- Participate in Quality Improvement projects.
- Supervision of Social Work Student placements as required.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Provide goal centred care coordination that is adapted to the needs of clients and their caregivers / significant others.
- Coordinate and follow through referrals to support achievement of the care plan, including liaising with the Allied Health Team and relevant others.
- Other duties as required.





1. Provide quality and safe clinical care for consumers

- Ensure consumers, families/representatives or carers are provided with timely information and are involved in decision making about their care planning and treatment
- 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
- Promptly report vital consumer observations that are outside the normal range as per clinical guidelines
- Ensure an effective discharge from hospital or services that reflects the needs of the consumer.

2. Develop and maintain collaborative relationships with all disciplines

- Collaborate and communicate with all members of the health care team to achieve desired consumer outcomes
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and clinical education sessions to facilitate consumer 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
- Undertake credentialing and review of scope of practice and work within these
- Improve performance 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 preceptoring 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.



GV Health



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 consumers 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:

- Membership and/or eligibility for membership of the AASW 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
- Active participation in the Performance and Development review process
- Compliance with AASW Code of Ethics
- Actively participate in Quality Improvement Activities
- Submission of required data within designated timeframes

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).



GV Health

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- An approved tertiary qualification in Social Work and eligibility for membership with the Australian Association of Social Workers(AASW)
- Demonstrated skills in assessment and intervention options for patients with diverse and complex psychosocial circumstances
- Demonstrated understanding of person centred care in relation to adjustment to illness, disability or lifestyle changes
- Demonstrated ability to work independently and as active member of an interdisciplinary team
- Excellent interpersonal, written and verbal communication skills, including the ability to initiate and maintain effective professional relationships with a wide range of internal departments, community agencies and services
- Demonstrated time management skills and organisational skills required to manage a clinical caseload and non- clinical responsibilities as required
- Current Victorian Driver's Licence
- Evidence of full vaccination against COVID-19 and Influenza
- Satisfactory National Criminal History Check prior to the 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

- Possess an understanding of VCAT, guardianship and administration procedures
- Possess an understanding of Advanced Care Planning
- Experience working in a health care setting



CREATE. Outstanding.



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	AACP Manager
Issued	January 2024
Reviewed	August 2025

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)