

Position Title:	Social Worker -Senior Clinician
Operationally reports to:	Social Work Manager
Professionally reports to:	Chief Allied Health Officer
Department:	Social Work
Directorate:	Community Care & Mental Health
Cost centre:	N3302
Code & classification:	Grade 3 (SC31-SC34)
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.

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 2019-23* 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 Social Work Department provides a comprehensive service to inpatient units (acute and subacute) and outpatient programs (Renal Service, Specialist Consulting Suites, Ante Natal and Oncology). Social Work services are client focussed, efficient and effective and meet standards of excellence.

The Senior Clinician in Social Work, based in the Social Work Department, is an expert in acute and subacute clinical services. The Senior Clinician is responsible for leadership and development of excellent Social Work practice, research, teaching and mentoring within the acute and subacute wards (and other areas as required). The Senior Clinician provides leadership to the inpatient Social Work team across Goulburn Valley Health and holds a clinical caseload primarily across the acute clinical settings at GV Health, however is also responsible for providing high quality patient care in the sub-acute clinical setting, emergency department and outpatients as required. The Senior Clinician will perform tasks and responsibilities, as required, within scope of practice, within the Social Work service and across Allied Health.

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

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Lead and demonstrate extensive, evidence-based specialist knowledge, clinical reasoning and competencies, to enhance patient care in inpatient Social Work
- In conjunction with the Social Work Manager, ensure staff are appropriately directed and supported to deliver high quality, evidenced based and client-centred care
- Assist the Social Work Manager to complete operational tasks to lead the Social Work Department including resource management, staff support, student placement planning and change management
- Develop and maintain effective processes to prioritise clinical demands across the Social Work Department
- Where designated, provide high quality supervision to junior staff and students that is timely, flexible and responsive
- Assist in writing procedures and guidelines as required for the ongoing development of the Social Work Department, and support relevant staff to adhere to these documents
- Lead service development and evaluation through quality improvement activities or research projects where appropriate
- Present at internal and external forums to enhance personal knowledge and professional development
- Participate in and contribute to relevant case conferences, team meetings, client/family feedback meetings
- Ensure that workload statistics, and other required information, is entered and reported as directed, and on time by self and staff in area of responsibility
- Facilitate/assist in the process of recruitment, selection and retention of staff to meet client and service needs
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

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
- Provide clinical leadership in conjunction with the Social Work Manager to facilitate development of clinical interventions across programs at GV Health
- 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 high level knowledge of evidence-based practice and support integration of evidence into clinical practice across the team
- 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.

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
- Supervision of students and support for other staff in the provision of supervision of students
- 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 Australian Association of Social Workers (AASW) is maintained and working within scope of practice
- Attendance and active participation at department 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
- Attendance at and active involvement in supervision and mentoring
- In collaboration with Manager Social Work, lead department quality improvement activities (minimum of 1 yearly)
- Contribution towards growth of/development of research
- Demonstrated development of the Social Work Service and promotion of the profession within the work area
- Statistics are entered in a timely manner

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*.
- An approved tertiary qualification in Social Work and eligibility for membership with the Australian Association of Social Workers (AASW)
- Comprehensive theoretical knowledge and clinical experience in the assessment and management of patients with diverse and complex social circumstances within the acute and subacute settings
- Demonstrated knowledge of the functions of the NDIS (National Disability Insurance Scheme), VCAT (Victorian Civil Administrative Tribunal) and OPA (Office of the Public Advocate)
- The ability to work collaboratively, foster effective professional relationships and build a positive culture within and across teams
- Experience providing mentoring/clinical supervision of Social Workers and student placements
- Demonstrated highly effective leadership, communication and interpersonal skills, including negotiation, conflict resolution and creativity in problem solving
- Experience in leading and completing quality improvement activities and research projects
- Evidence of immunisation against seasonal influenza
- Satisfactory National Criminal History 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

- 7 years clinical experience in a healthcare setting
- Demonstrated expertise in a clinical speciality of relevance to the acute or subacute setting

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	Manager of Social Work
Issued	October 2023



GVHealth



CREATE Outstanding.

Reviewed	February 2025
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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)