

Position Description

Position Title:	Senior Social Worker
Reports to:	Operations Manager – HIP Specialist Clinics
Department:	SACS Pain Clinic
Directorate:	Clinical Operations
Cost centre:	F0602
Code & classification:	Social Worker Grade 3, Years 1 – 4 (SC31 – SC34)
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)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

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).

POSITION SUMMARY

The Social Worker is responsible for providing their clinical expertise to Chronic Pain Clinic (CPC) clients and to the multidisciplinary team.

Specifically, the CPC Social Worker will assess, plan, recommend and apply current, individualised and evidence-based interventions and supports for clients with complex, chronic pain. The delivery of which will occur in the setting of one-on-one client consultations in the clinic, as well as in the facilitation of group programs.

The Senior Social Worker will collaborate with the multidisciplinary team; contribute to Case Conference and client's Agreed Care Planning and Case Review processes. The Social Worker, as part of the multidisciplinary team, will also play a key role in service planning and development and quality activities.

Chronic Pain is a specialty clinic within the Health Independence Program: Subacute Ambulatory Care Services (SACS) stream.

SACS programs are person-focussed and operate within an integrated service delivery model utilising interdisciplinary team-based care with an emphasis on flexible service delivery. They aim to facilitate improved health outcomes and enable a better client journey across the care continuum. SACS includes Community Rehabilitation Centre (CRC), Geriatric Evaluation and Management in the Home (GEMITH), Victorian Paediatric Rehabilitation Program (VPRS), and the specialist clinics: CDAMS, Chronic Pain Management, Continence, Falls and Balance. The role will also liaise with community-based services to ensure a smooth transition and discharge process for clients moving from outpatient to community settings. The specialty clinics provide specialised assessment & recommendations for management within a model of care which operates within the Victorian Subacute Service Capability Framework (2009).

The CPC provides clinical assessment and where indicated, provision of treatment on a time-limited basis, for clients experiencing prolonged pain and moderate disability and for those who have entrenched chronic pain

and high levels of disability. The aim is to reduce the risk of long-term disability, enable clients to gain an improved ability to self-manage their condition and develop strong links to support continuing management in a primary care setting following discharge from a specialist service.

The CPC clinicians at GV Health include a medical specialist, psychologist, occupational therapist, physiotherapist, registered nurse, enrolled nurse, exercise physiologist, dietitian and allied health assistant.

The position supports GV Health's clinical governance framework in the quality and safety domains of clinical effectiveness, risk management, effective workforce and consumer participation, ensuring optimal outcomes for patients, their carers and community.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following:

In collaboration with the Coordinator of the Chronic Pain Clinic and the multidisciplinary team the Senior Social Worker will:

- Provide specialised assessment, care planning, supportive counselling, and review in relation to clients who have a history of complex and chronic pain, with an aim to maximise client's psychosocial outcomes. The senior social worker's primary tasks are:
- Conduct comprehensive psychosocial assessments to identify client and carer needs utilising a high level of specialised clinical knowledge.
- Deliver empirically supported individual and group interventions specific to chronic pain management
- Assessment of clients' mental health including mental state and clinical risk
- Provision of pain education
- Referral onto other services as appropriate e.g. psychiatric services, mental health plan via GP or other relevant counselling service
- Provision of client and carer support, education, counselling and advocacy.
- Provide secondary consultation to staff within the Chronic Pain program who are providing care in relation to clients within the program.
- Facilitates interagency liaison tasks that may be required from time to time to ensure best possible treatment is maintained.
- Provide clinical supervision within peer settings to junior staff within the team
- Evaluate clinical practice against research evidence, identifying areas for practice improvement.
- Leads quality or practice improvement initiatives at local team or organisational level.
- Ensure that all practice is within the philosophy, intent and standards prescribed by the relevant allied health professional body clinical and ethical guidelines and that practices are consistent with policies, procedures and evidenced-based research.
- Establish and maintain networks with local, regional and state-wide social workers, especially those practicing in pain services.
- Engage in professional, development activities in order to keep up to date with advances in the field of relevant interventions as well as best practice in the management of chronic pain.
- Demonstrate exemplary treatment of all patients, clients, families, residents, visitors and staff in a courteous and non – discriminatory manner.
- Actively seeks customer feedback on clinical service delivery and leads initiatives to respond to recommendations from feedback.
- Participate in matters and activities relating to occupational health and safety including compliance with relevant legislation, regulations and codes of practice.

- 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.
- Act as delegate for the Coordinator of the Chronic Pain Clinic when required.
- Other tasks as directed by the CPC Clinical Coordinator

KEY SELECTION CRITERIA

Formal Qualification(s) and Registration(s) Requirements:

- An approved tertiary qualification in social work with eligibility for membership with the Australian Association of Social Workers

Essential:

- An approved tertiary qualification in social work with eligibility for membership with the Australian Association of Social Workers
- A minimum of 7 years clinical experience post obtainment of relevant qualifications.
- Advanced clinical skills in psychosocial assessment and intervention
- Extensive experience in the provision of social work services to clients with complex health conditions and persistent pain
- Experience in developing and delivering individual and group education programs.
- Excellent interpersonal and communication skills (written and verbal) and proven ability to liaise, negotiate and communicate with staff and service providers.
- Demonstrated knowledge and experience in the planning, implementation and evaluation of service delivery
- Demonstrated ability to initiate, plan and sustain both secondary and tertiary level clinical consultations to individuals and treatment teams.
- An ability to work collaboratively as a senior practitioner within a multidisciplinary team environment including experience in the provision of supervision to peer and junior staff
- A caring and responsible attitude, with the ability to enable and inspire others.
- Current driver's licence.

Desirable:

- Accreditation as a Mental Health Social Worker with the AASW would be highly regarded

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful achievement of:

- 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
- Active participation in the Performance and Development review process
- Actively participate in quality improvement activities within the Chronic Pain Clinic
- Participate in team reviews of practice and processes

- Ensure that referrals for Social Work are prioritised and seen within a timely manner
 - Evaluate Social Work service delivery to ensure best practice
 - Deliver Social Work services in line with established Chronic Pain Clinic program guidelines and processes.
 - Submit required data in a timely manner
 - Offering support and being a role model for all disciplines within this team
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ALL GV HEALTH STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
 - Develop and maintain collaborative relationships with all other teams and professionals;
 - Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - 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;
 - Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
 - Complete and maintain all mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
 - 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;
 - Comply with the principles of patient and family centred care;
 - Not smoke or vape on GV Health premises;
 - Comply with immunisation requirements as per the Victorian Department of Health Victoria;
 - Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
 - In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment.
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ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	Senior Social Worker – Chronic Pain Clinic
Reviewed by:	Operations Manager – HIP Specialist Clinics
Issue Date:	October 2026

ABOUT US

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, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite 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.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)