



POSITION DESCRIPTION

Social Worker – Community Care

This position description describes the scope and skills required of the Social Worker – Community Care at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Social Worker – Community Care

REPORTS TO: Manager Health and Wellbeing, via the Team Leader

LOCATION: Based at Link Health and Community sites:
Clayton and Glen Waverley
The position will be required to work across all sites and outreach as required

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION OBJECTIVE

The principal objective of this position is to provide person-centred support in a multi-disciplinary setting to enable older adults and those with chronic and complex conditions, family members, carers and meaningful others preserve and improve social and psychological function focussing on the client's experience, and a commitment to self-determination, dignity and respect.

DUTIES AND RESPONSIBILITIES

The position holder will provide services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include but are not limited to:

1.0 Service Delivery

Primary services provided include but are not be limited to: -

- 1.1 Providing comprehensive assessment including psychosocial assessment; risk assessments including family violence and elder abuse; capacity review for housing, care needs and accommodation.
- 1.2 Counselling, therapy and mediation
- 1.3 Mediation and conflict resolution
- 1.4 Practical assistance to support provision of suitable accommodation or transition to residential care
- 1.5 Assistance in the development of advance care plans and other care coordination functions, including referral and use of available community resources
- 1.6 Delivery of group programs in a multidisciplinary team as indicated
- 1.7 Client advocacy
- 1.8 Provision of community education

2.0 Administration

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Supervise students and volunteers as required, or as appropriate
- 2.4 Communicate with Manager Health and Wellbeing and team leader in respect to role responsibilities and professional expertise in order to assist with program development
- 2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services
- 2.6 Participate in identifying professional development and training needs and attend professional development activities as required

3.0 Health Promotion

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.

5.0 Occupational Health & Safety (OHS)

- 5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.
- 5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.
- 5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/ areas or equipment.
- 5.4 Report injuries in the Site Register.
- 5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

- 6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:
- A workplace which is free from harassment;
 - Ensuring that activities and practices prevent and eliminate unlawful discrimination
 - Promote merit and equity in the workplace.
- 6.2 will contribute to the successful management of diversity in the workplace.
- 6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Consumer Participation

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

9.0 Code of Conduct

- 9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

REPORTING RELATIONSHIPS

This position is accountable to the Manager Health and Wellbeing

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Relevant tertiary qualifications in Social Work
- Registration with AASW
- Demonstrated skills and experience in the community care setting
- Well-developed interpersonal skills
- Demonstrated knowledge of principles of confidentiality, client rights and responsibilities and actively following professional requirements under the Privacy Act
- Current Police Check
- Current Working with Children Check
- Current Drivers Licence

Desirable

- A sound knowledge of the social model of health and the social determinants of health
- Accreditation as a Mental Health Social Worker
- Experience at working independently with demonstrated initiative.
- Demonstrated written and verbal communication skills with a broad range of individuals and services
- Ability to speak a second language

KEY RESULT AREAS

- KRA 1** Assist clients to achieve positive outcomes
- KRA 2** Meet target requirements specified by Link Health and Community
- KRA 3** All client documentation completed in accordance with the Client Health records policy and to meet legislative requirements
- KRA 4** Statistics are accurate and completed within the agreed timeframes as per Link Health and Community TRAK accountability policy
- KRA 5** Demonstrate a commitment to health promotion activities, which engage with community members, relevant to the position duties and responsibilities as well as Link activities on a broader scale
- KRA 6** Demonstrate high professional standards as outlines by Link Health and Community’s Code of Conduct at all times
- KRA 7** Undertake professional development and education, that is relevant to the position duties and responsibilities, and to meet requirements set out by the corresponding professional national body
- KRA 8** Demonstrate a commitment to Quality Improvement and OH&S activities

SERVICE VALUES

The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing **accessible**, innovative, and high quality services and programs

Partnering with other organisations to ensure the development and delivery of better services.

Approved:

Van Ta Placidi
General Manager Health and Wellbeing
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the Social Worker – Community Care

Signed:
Employee

Name:

Date: