

POSITION DESCRIPTION

Social Worker

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

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| POSITION: | Social Worker |
| DEPARTMENT: | Health and Wellbeing |
| REPORTS TO: | Manager – Health and Wellbeing |

POSITION SUMMARY:

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.

POSITION ACCOUNTABILITY:

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:

- Provision of comprehensive assessment including psychosocial assessment; risk assessments including family violence and elder abuse; capacity review for housing, care needs and accommodation
- General counselling and associated therapy
- Mediation and conflict resolution
- Practical assistance to support provision of suitable accommodation or transition to residential care
- Assistance in the development of advance care plans and other care coordination functions, including referral and use of available community resources
- Using person-centred care principles to provide service and education in line with individual goals
- Collaboration with client, carers and relevant service providers to establish/monitor care plans that reflect the client's goal and facilitates self-management
- Providing timely follow up for clients, carers, case manager and service providers
- Monitoring 'at risk' clients and provide feedback appropriately, in line with organisational policies and procedures
- Providing relevant service and health information to clients, prospective clients, the service system and broader community
- Meeting organisational, funding and brokerage targets in relation to service delivery criteria
- Ensuring 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
- Supervising students and volunteers as required, or as appropriate
- Communicating with Manager – Health and Wellbeing in respect to role responsibilities and professional expertise in order to assist with program development
- Working collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services
- Participating in identifying professional development and training needs and attend professional development activities as indicated

PERFORMANCE MEASURES:

- Clients are satisfied they receive integrated care that reflects Link HC values
- Client records are accurate and maintained in line with Link HC health records policies and procedures
- Funding and service agreement targets are recorded and achieved
- Quality standards are met and improvements are identified and actioned as appropriate
- Continued professional development is identified and regular, reflective practice is conducted to sustain quality and contemporary service delivery
- Positive, proactive participation in work team to promote positive team culture that reflects Link HC values

ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to people in the East and South-East of Melbourne and Eastern Victoria.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

VISION

Link Health and Community's vision is healthier people participating in their communities. The underpinning principles in achieving this vision is that Link HC:

- Recognises 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 employee engagement in all aspects of our activities are 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 and use sign language as their primary mode of communication
- Link HC is committed to partnering with other organisations to offer integrated health and wellbeing services that are consistent with state-wide health needs and social priorities

VALUES

Link HC organisational 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
- We are a **sustainable** organisation, financially, socially and environmentally

OCCUPATIONAL HEALTH AND SAFETY

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

QUALITY AND RISK MANAGEMENT

The position holder has a responsibility to Identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link HC OH&S Risk Management Plan.

POLICIES AND PROCEDURES

The position holder will uphold and adhere to Link HC`s Code of Conduct and policies and procedures.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Relevant tertiary qualifications in Social Work
- Registration as an accredited mental health social worker with Australian Association of Social Workers

Desirable

- Demonstrated ability to work well within a multidisciplinary team as well as independently
- Demonstrated client focus in the assessment, treatment and case management of individual clients and groups
- Well-developed group facilitation skills
- Demonstrated excellent interpersonal and communication skills
- Ability to manage own workload and maintain continuity of care for clients
- Knowledge of community health principles and a commitment to providing primary health services in the community
- Understanding of principles of confidentiality, and rights and responsibilities of consumers/clients within a community health context as part of the Privacy Act
- Understanding of the principles of self-management of chronic disease
- Sensitivity to and an understanding of particular needs of clients from CALD backgrounds
- Ability to speak a relevant second language
- Knowledge of and ability to use the TRAK reporting system
- Efficient word processing and computer skills including mobile technology (iPADs)

Mandatory Requirements

- A National Police check
- An international police check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children Check
- Australian Tertiary qualification (as determined) or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Credentialing requirements
- Registration with a regulatory body or equivalent professional membership

- Working rights within Australia
- Victorian Driver Licence (if applicable to the role)
- A reliable vehicle (if applicable to the role)
- First Aid Certification inclusive of CPR (if applicable to the role)
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved: 

Sheree Phillips
Acting General Manager Health and Wellbeing

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

Signed:

Employee

Name:

Date:

Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.