

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Family Support Worker (Audiology)
<b>Position Number:</b>	517279a
<b>Classification:</b>	General Stream Band 5
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South – Hospital Support Services
<b>Position Type:</b>	Fixed-Term, Part Time
<b>Location:</b>	South
<b>Reports to:</b>	Discipline Lead - Statewide Audiology Service
<b>Effective Date:</b>	July 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Relevant qualifications in human services.

*NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

The Family Support Worker (Audiology) provides focussed family support and monitoring of service needs to patients and their families referred to Statewide Audiology Service, this includes the Tasmanian Infant Hearing Screening Program, Diagnostic Audiology Clinic & Tasmanian Cochlear Implant Clinic at the Royal Hobart Hospital and off-site statewide clinics as required.

Family Support Worker (Audiology) service delivery is provided to families via a range of modalities, including in-person, outreach, telephone and telehealth at the Royal Hobart Hospital and off-site statewide clinics as required.

## Duties:

1. Facilitate engagement with services and attendance at required appointments and educate and support families in understanding the purpose of investigations, appointments, and roles of professionals regarding screening, diagnosis, and the intervention process. Forward any clinical questions to the appropriate Audiologist, Senior Speech Pathologist, Family Support Facilitator or Discipline Lead.
2. Ensure information and guidance is provided to enhance families' ability to cope with hearing impairment and assist families to understand the implications of hearing loss and the interventions required.
3. Advocate for families and act as a case manager as required, including coordinating and facilitating case conferences and team meetings to address issues around implant use and rehabilitation as needed.
4. Advise and inform families about the range and nature of early intervention service options including ensuring families are referred and engaged with an early intervention service following diagnosis.
5. Provide information to families on available services including helping families understand the NDIS and linking them into appropriate providers.
6. Conduct preliminary assessments, offer support in decision making and emotional adjustment and coordinate appropriate referrals to ensure clients who meet the defined criteria receive follow-up audiological and medical evaluations in a timely manner.
7. Identify when specialist interventions may benefit patients and families in matters relating to psychosocial needs and where there are concerns regarding:
  - understanding of or ability to engage in process.
  - understanding recommendations around audiology assessment/diagnosis of hearing loss.
  - obtaining optimal outcomes from CI rehabilitation.
  - addressing child safety concerns and escalating them to Allied Health Professionals in the Statewide Audiology Service.
8. Review, audit and verify the required clinical documentation is present for each family as required, and where appropriate, research, investigate and follow up/liase with clinical staff for clarification where insufficient detail is documented.
9. Contribute to the evaluation and maintenance of a record of programs available to families of children with hearing impairment and ensure that families are made aware of all available resources within the community.
10. Maintain a data management system and contribute to monitoring mechanisms to ensure that all children referred to the service receive optimum care.
11. Maintain relevant clinical documentation and collect statistics in accordance with Hospitals South and Statewide Audiology Service guidelines.
12. Work cooperatively and effectively within the Statewide Audiology Service to provide family-centred support.
13. Ensure supporting activities are well organised, managed, and consistent with degree of hearing loss and recommended rehabilitation objectives.

14. Ensure strict confidentiality in respect to information and changes to physical and emotional wellbeing of clients is escalated to Family Support Facilitator for support.
15. Contribute to patient care within the Statewide Audiology Service by undertaking support tasks under the direct or indirect supervision of the Discipline Lead or Family Support Facilitator.
16. Actively contribute to a multidisciplinary team through team meetings, case conferences and other team projects and activities as needed.
17. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives and related training.
18. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

- Under the supervision and guidance of the Discipline Lead and Family Support Facilitator, provide support services to families of children with permanent/significant ongoing hearing loss, referred to the Statewide Audiology Service.
- With support from Allied Health Professionals in the Statewide Audiology Service, develop and maintain knowledge and skills relating to the impact hearing loss has on child development and family functioning.
- Respond to operational issues and develop options, recommendations, and solutions in collaboration with clinical staff to support the delivery of Statewide Audiology services and initiatives.
- Establish and maintain effective relationships with key internal and external stakeholders.
- Provide advice in response to data requests, data management and report development issues.
- Work proactively to resolve complaints, concerns, or conflict in a positive manner.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Demonstrated experience working within a human services sector with the ability to apply a family-centred approach to service provision, make appropriate recommendations, and empathise with families facing complex issues.
2. Knowledge, skills and experience working with families of children with hearing loss, with demonstrated understanding and empathy of the issues facing families raising a hearing-impaired child.
3. Understanding of the principles and policies underpinning the Statewide Audiology Service and the capacity to apply these on a range of family support services.
4. Excellent written communication skills and proven high level interpersonal, communication and negotiation skills with the ability to develop, maintain and strengthen partnership with others inside and/or outside the organisation.
5. Well-developed organisational and time management skills with the ability to prioritise and manage workflow effectively, anticipate the implications and consequences of situations and take appropriate action to be prepared for possible contingencies.
6. Integrity, discretion and an understanding of privacy and confidentiality requirements.
7. Ability to work independently, cooperatively and effectively within a multidisciplinary team environment.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).