

DEPARTMENT OF HEALTH

Statement of Duties

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| Position Title: | Family Support Facilitator |
| Position Number: | 517279 |
| Classification: | Allied Health Professional Level 3 |
| Award/Agreement: | Allied Health Professionals Public Sector Unions Wages Agreement |
| Group/Section: | Hospitals South – Statewide Audiology Service |
| Position Type: | Permanent, Part Time |
| Location: | South |
| Reports to: | Discipline Lead - Statewide Audiology Service |
| Effective Date: | June 2021 |
| Check Type: | Annulled |
| Check Frequency: | Pre-employment |
| Essential Requirements: | Degree in Social work giving eligibility for membership of the Australian Association of Social Workers; or Registered with the Psychology Board of Australia Current Drivers Licence Current Tasmanian Working with Children Registration <i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i> |

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:

In accordance with the organisational policies and either the professional code of conduct of the Psychology Board of Australia, or the Australian Association of Social Workers Practice Standards and Code of Ethics:

- The Family Support Facilitator provides family centred support, counselling, case management and monitoring of service needs of patients and their families referred to the Statewide Audiology Service, including Tasmanian Infant Hearing Screening Program, Diagnostic Audiology Clinic & Tasmanian Cochlear Implant Clinic.

Family Support Facilitator 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. Provide psychosocial assessment, crisis and ongoing counselling, emotional support and practical assistance to families of infants and children undergoing investigations into/or diagnosis of permanent/significant ongoing hearing loss to enhance family's ability to cope.
2. Provide specialist interventions to patients and families in matters relating to psychosocial needs, including addressing areas of concerns regarding:
 - understanding of and engagement in processes.
 - recommendations around audiology assessment/diagnosis of hearing loss.
 - obtaining optimal outcomes from CI rehabilitation.
 - Child safety.
3. Facilitate engagement with services and attendance at required appointments including helping families understand the purpose of investigations, appointments and roles of professionals.
4. Provide information, education, and guidance to enhance families coping with hearing impairment and assist families to understand the implications of hearing loss and the interventions required.
5. Advocate for families as a case manager when required, including coordinating, and facilitating case conferences and team meetings to address issues around implant use and rehabilitation.
6. Evaluate and maintain a record of programs available to families of children with hearing impairment and ensure that families are provided with information on available services. This includes helping families understand the NDIS and linking them into appropriate providers as needed.
7. Act as a resource for families and members of the Statewide Audiology Service multidisciplinary team in relation to complex psychosocial issues, including providing education, information and support to staff, carers, service providers and others involved in ongoing patient care and management.
8. Provide specialist advice regarding the psychosocial management of patients in the Statewide Audiology Service, including attending meetings at Audiology Department, RVEEH CI and Multi-agency as required. Engage with and provide advice and consultation to multidisciplinary teams, including assisting multidisciplinary teams in case conferences and family meetings, as required.
9. Contribute to data management system and monitoring mechanisms to ensure that all children referred to Audiology service receive optimum care.

10. Maintain records of clinical and non-clinical activity in accordance with policy and procedures for Statewide Audiology Service.
11. Actively pursue contemporary professional knowledge and its application to the patients seen in the Statewide Audiology Service setting through appropriate continuing professional development activities.
12. Participate in and comply with Professional Governance processes and requirements, including supervision, via Discipline Leads in RHH Social Work or Psychology.
13. 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.
14. 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:

Reporting to the Discipling Lead - Statewide Audiology Service, the Family Support Facilitator receives operational/line management support from the Discipline Lead - Statewide Audiology Service and broad clinical direction and professional support from either the Discipline Lead Social Work Services and/or Manager Psychology Services.

The occupant is expected to operate with a high degree of autonomy as a senior clinician when:

- Providing support services to families of children with permanent/significant ongoing hearing loss, throughout Tasmania.
- Contributing specialist knowledge and advice in relation to psychosocial needs and issues for patients to other staff in the Statewide Audiology Service.
- Applying knowledge and skills to undertake care planning and partnering with professional stakeholders and families to ensure children receive effective and timely services.
- Liaising with multidisciplinary professionals to support the management of health and service needs of patients referred to the Statewide Audiology Service (includes the Tasmanian Infant Hearing Screening Program, Diagnostic Audiology Clinic & Tasmanian Cochlear Implant Clinic), as needed, building and maintaining strong networks and service delivery partnerships.
- Developing and maintaining knowledge and skills relating to the impact hearing loss has on child development and family functioning.
- Applying professional judgement within the context of a complex service environment to support and assist clinical pathways, information sharing and decision making.
- Exercising initiative and independent professional judgment in the resolution of complex and critical problems.
- Responding to operational issues and develop options, recommendations, and solutions in collaboration with clinical staff to support the delivery of Statewide Audiology services and initiatives.
- Working proactively to resolve complaints, concerns, or conflict in a positive manner.

- Participating in and complying with Professional Governance processes and requirements (including supervision) via Discipline Leads in RHH Social Work OR Psychology.
- Providing clinical expertise and comprehensive Social Work services in accordance with organisational policies and Australian Association of Social Workers Practice Standards and Code of Ethics.
- Demonstrating understanding of best practice, professional standards and quality improvement together with a commitment to ongoing education and professional development consistent with either the Australian Association of Social Workers (AASW) Accredited Social Worker status.
- Undertaking service delivery which complies with Australian Association of Social Workers Practice Standards and Code of Ethics and undertake Service mandatory training annually; or Deliver high level clinical services in accordance with the Australian Psychological Society (APS) Code of Ethics and the practice guidelines of the Psychology Board of Australia Work within Agency policies and procedures and comply with the registration and ethical standards of the Psychology Board of Australia.
- Recognising and maintaining one's own continuing professional development and registration as a Psychologist, according to the requirements of the Psychology Board of Australia.
- Where applicable, exercising 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.
- Complying 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
 - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Advanced case management skills, including the ability to provide psychosocial assessments and develop case plans with emphasis on child and family needs.
2. Extensive knowledge, skills and experience working with families of children with a disability
3. Ability to empathise and understand complex issues facing families raising a hearing-impaired child.
4. Strong interpersonal and advocacy skills along with excellent written communication and computer skills and the capacity to maintain and manage databases.
5. Demonstrated initiative, flexibility, and reliability with well-developed organisational and time management skills and 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. Ability to work independently, cooperatively, and effectively within a multidisciplinary team environment and successfully develop, maintain, and strengthen partnership with internal and external stakeholders.

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](#).