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## SA Health Job Pack

Job Title	MYH/Talking Realities Young Parents Worker (AHP1)
Eligibility	Open to Everyone
Job Number	711003
Applications Closing Date	28/02/2020
Region / Division	Women's and Children's Health Network
Health Service	Youth and Women's Safety and Wellbeing Division
Location	Elizabeth
Classification	AHP1
Job Status	Part time 22.5 hours per week, temporary up to 30/06/2020
Total Indicative Remuneration	\$71,596 - \$87,209

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Screening - **DHS**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Immunisation

### **Risk Category B (indirect contact with blood or body substances)**

- This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

## Contact Details

Full name	Angela Matthews
Phone number	8239 9618
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**NOTE: Please refer to the accountability statement at the end of this document.**

## Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



## ROLE DESCRIPTION

<b>Role Title:</b>	Young Parents Worker
<b>Classification Code:</b>	AHP1
<b>LHN/HN/SAAS/DHA:</b>	Women's and Children's Health Network (WCHN)
<b>Hospital/ Service/Cluster:</b>	Women's and Children's Hospital (WCH)
<b>Division:</b>	Youth and Women's Safety and Wellbeing Division (YWSWD)
<b>Department/Section/Unit/Ward:</b>	Metropolitan Youth Health (MYH)
<b>Role reports to:</b>	Site Team Leader/Program Manager
<b>Role Created/Reviewed Date:</b>	Updated February 2017
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Working with Children Check (WWCC) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances)

## ROLE CONTEXT

### Primary Objective(s) of role:

- > Engagement of young people, with a focus on young pregnant and parenting people who are disadvantaged and/or vulnerable to access and navigate through specialised primary health care services.
- > Development and delivery of quality outcomes for clients through the provision of youth health care services within a case management framework, aligned to the Metropolitan Youth Health Model of Care.
- > Improved service access and outcomes for young people through working in partnership with young people and their families and in collaboration with other health professionals and government and community agencies.
- > Continuous service improvement through research, evaluation and the development of, policies, procedures and practice standards for the organisation.
- > Provision of quality supervision and professional development to team members.

### Direct Reports:

- > Nil

### Key Relationships/ Interactions:

#### Internal

- > Reports to Team Leader/Program Manager.
- > Member of a multi-disciplinary team.

#### External

- > Works collaboratively with external agencies providing services to young pregnant and parenting people as required.
- > Involves young people, their families and communities in service planning, implementation and evaluation.
- > Provides flexible learning services as part of WCHN/DECD agreement

**Challenges associated with Role:**

Major challenges associated with the role include:

- > Keeping professionally up to date with research and contemporary social work approaches and the practical application within multiple complex situations, including diverse cultural backgrounds and expectations of clients.
- > Contributing to the viability of youth primary health care services within a changing environment and improve integration across the continuum of care through participating in strengthening innovation and service coordination.
- > Improving health service access for young people who are pregnant and parenting , Aboriginal and/or Torres Strait Islander, under the Guardianship of the Minister, in the Youth Justice Training Centre, and other priority population groups of young people who experience vulnerabilities.

**Delegations:**

- > Nil

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined by the *Immunisation for Health Care Workers in South Australia Policy Directive (Aug 2017)*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Accountable for contribution to the safety and quality of care delivered to WCHN consumers (refer to Accountability Statement below).

**Handling of Official Information:**

- > By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.
- > SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.
- > SA Health employees will not misuse information gained in their official capacity.
- > SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**Special Conditions:**

- > Appointment is subject to a satisfactory Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Human Services to be renewed every five years thereafter from date of issue (or in the case of Screenings issued under the Department of Community and Social Inclusion until the nominated expiry date is reached). Existing employees who have undertaken a Screening and are cleared and then subsequently charged with an offence are required to inform their Line Manager immediately.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > As a state-wide service, WCHN employees may be required to undertake work at various locations in metropolitan Adelaide, and provide outreach to other parts of South Australia (the latter in consultation with the incumbent of the role).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Some out of hours work will be required.
- > Intra and interstate travel may be required.
- > May be relocated to meet organisational need
- > Must possess a current driver's license and the willingness to drive.
- > Must adhere to MYH service planning documents and Practice Standards.
- > This Role Description provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your skills and abilities would reasonably be expected to perform.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must always act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

## Key Result Area and Responsibilities

The major responsibilities include the following listed below but should not be viewed as exhaustive.

Key Result Areas	Major Responsibilities
<p><b>High quality health care services are provided at sites and via outreach to identified service population groups</b></p>	<ul style="list-style-type: none"> <li>&gt; Facilitate the access of vulnerable young people including pregnant and parenting young people to relevant primary health care solutions.</li> <li>&gt; Use knowledge, evidence and experience to achieve agreed patient care outcomes in the areas of health assessment, planning, implementation and co-ordination of service delivery options, under supervision</li> <li>&gt; Case management services are delivered and documented and as a result young people are engaging in their health care management and in accordance with DECD Flexible Learning Standards for clients who are attending Talking Realities, with clinical supervision support</li> <li>&gt; Identify, plan and coordinate the delivery of projects/programs/groups that provide a forum for young people to discuss issues relating to their health/pregnancy /parenting and improve their ability to self-manage these issues, under guidance of manager</li> <li>&gt; Facilitate and deliver accredited flexible learning programs for vulnerable young people including young pregnant and parenting people</li> <li>&gt; Undertake data collection, analysis, evaluation and contribute to the reporting on clinical service delivery and development and grant funded projects</li> <li>&gt; Identify opportunities for improvement in the provision of professional services to support and assist adolescent &amp; young adult development.</li> </ul>
<p><b>Professional/clinical supervision and development is provided to staff and students. Includes individual professional development.</b></p>	<ul style="list-style-type: none"> <li>&gt; Maintain a commitment to increasing individual professional development and continue to acquire complex practice expertise.</li> <li>&gt; Attain professional competencies to a standard agreed with management and as designated by the service professional registration body.</li> </ul>
<p><b>Young people, their families and communities are involved in service provision.</b></p>	<ul style="list-style-type: none"> <li>&gt; Consult with consumers/clients and other Youth Services staff to identify projects/programs that promote Metropolitan Youth Health in line with the Model of Care, ensuring best practice excellence</li> <li>&gt; Work collaboratively with clients in the development and delivery of their individual case management/care plans.</li> <li>&gt; Actively contribute to consultation processes and client service delivery audits to facilitate efficient resource management for priority populations.</li> </ul>
<p><b>Quality management and assurance, risk management activities and the ongoing improvement of systems, services and work practices are maintained.</b></p>	<ul style="list-style-type: none"> <li>&gt; Continuously review existing processes/practices and promote acceptance of change to improve service delivery and outcomes.</li> <li>&gt; Contribute to the development and implementation of practice guidelines, protocols/audits, quality indicators and service planning as part of quality improvement processes.</li> <li>&gt; Ensure all service practices, for which you have responsibility, are assessed for risk and a management strategy is in place.</li> </ul>

<p><b>A positive culture and safe work environment is encouraged and fostered.</b></p>	<ul style="list-style-type: none"> <li>&gt; Ensure, support and foster a positive work culture, customer focussed service and safe work environment which is based on SA Health's Values and the Public Sector's Code of Ethics.</li> <li>&gt; Actively support and contribute to change management processes to enhance an integrated team approach which is highly responsive to the needs of young people, their family and communities.</li> <li>&gt; Ensure communication processes and related training provides staff with appropriate and effective skills to deal with challenging behaviours and the resolution of conflicts.</li> </ul>
<p><b>Culturally sensitive services are delivered.</b></p>	<ul style="list-style-type: none"> <li>&gt; Ensure and promote access and equity of services for all clients/stakeholders from culturally and linguistically diverse backgrounds.</li> <li>&gt; Model behaviours and attitudes that are culturally sensitive in all interactions with staff/clients/stakeholders.</li> </ul>

## Knowledge, Skills and Experience

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications:**

- > Appropriate Degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.

#### **Personal Abilities/Aptitudes/Skills:**

- > Interpersonal and communication skills, including the ability to foster productive working relationships across disciplines, manage conflict and to contribute positively in a multi-disciplinary team environment.
- > Highly developed ability to communicate effectively both verbally and in writing with people from a broad range of backgrounds.
- > Ability to critically analyse and respond to the changing needs of the clients and the organisation.
- > Participate in collaborative work activities, prioritise workloads and meet set timelines, whilst working under minimal supervision.
- > Understanding of training and development, including experience in delivering training programs to support young people
- > Capacity to lead and develop ongoing quality improvement activities with other staff.

#### **Experience:**

- > Provision of 1:1 services including assessment ,engagement, psychosocial support, referral and advocacy and case planning utilising a case management approach with vulnerable young people
- > Sound experience in working effectively with, and engaging, young parents, both in an individual and group work capacity.
- > Contributing to planning, facilitation, evaluation and delivery of group based projects for young people including young pregnant and parenting young people who present with complex issues.
- > Contributing to improvements in health related work practices and methodologies that enhance the client's journey.

#### **Knowledge:**

- > Knowledge of adolescent population groups, relevant psychosocial support and group work models and practices within a primary health care framework.
- > Knowledge of adolescent psycho-social development, trauma informed care, mental health and youth health issues and knowledge of key issues for young pregnant and parenting people
- > Knowledge of the obligations relating to mandatory notifications, information sharing guidelines consumer rights and responsibilities, and duty of care.
- > Knowledge of the social determinants of health for young people under guardianship of the Minister and from Aboriginal and Torres Strait Islander backgrounds and their application to the provision of accessible and appropriate health services for young people.
- > Knowledge of the obligations relating to :
  - > Young People under the Guardianship of the Minister
  - > Mandatory Notifications
  - > Consumer rights and responsibilities



## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications:**

- > Certificate in Training and Assessment (TAE)

### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated ability to develop networks and pathways with young pregnant and parenting people and people who have been under guardianship of the Minister or are from Aboriginal and Torres Strait Islander backgrounds and their communities and organisations.

### **Experience:**

- > Experience in a youth primary health care setting.

### **Knowledge:**

- > Demonstrated knowledge of systems theory, including working with young people in a family context.
- > Knowledge of DECD Flexible Learning Program and reporting requirements and case management processes

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

The Women's and Children's Health Network (WCHN) was established to promote, maintain and restore the health of women, children and young people in South Australia. The Service plans, develops and coordinates health services as part of an integrated health system.

The Women's and Children's Health Network efficiently conducts and manages, within its identified resources, health services for children, young people and women, including:

- Specialist hospital services.
- Primary health care and population health programs.
- Integrated community care services.
- Services to address the health and wellbeing of particular populations, including Aboriginal Health Programs.
- Education and training programs.
- Research.

Community Health Division provides specialist health care services and programs in the areas of youth health, women's health and safety, rape and sexual assault, child protection. The Division provides support to WCHN in child protection and women's safety. Services are based on an understanding that the everyday circumstances of life, including trauma and adversity, impact on health and wellbeing. Services are planned to improve population health and provided based on primary health care principles of participation, comprehensiveness, equity, cultural accountability, sustainability, effectiveness and community accountability. The Division provides metropolitan services for vulnerable young people and women, metro and country services in child protection and state wide services in sexual assault.

The Metropolitan Youth Health aims to provide an accessible, responsive and quality community based health service to Guardianship of the Minister, Aboriginal and vulnerable young people. It is a health care service that aims to improve health outcomes for these populations and build their capacity to manage their own health care, whilst exemplifying best practice.

The Metropolitan Youth Health provides specialised, evidenced-based and accessible primary health care services to improve health outcomes for populations of young people aged 12 to 25 years, including those

who are Aboriginal and/or Torres Strait Islander, under the Guardianship of the Minister, in the Youth Justice Training Centre, and the priority population groups of young people who experience vulnerabilities.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Domestic and Family Violence

The WCHN recognises violence against women as a human rights issue that must be addressed in the workplace, and is committed to a zero tolerance policy towards violence against women in the workplace. Accordingly employees must appropriately report and respond to any such acts in the workplace, and make available appropriate support to employees who may be experiencing violence in the community.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**

# Accountability – what does it mean for me?

Within WCHN everyone is accountable for their contribution to the safety and quality of care delivered to consumers.

## Consumers

Consumers and their families participate as partners to the extent that they choose. These partnerships can be in their own care, and in organisational design and governance.

## Staff including Contractors, Locums, Agency, Students and Volunteers

All staff (as described above) have a role in the delivery of safe, high quality care to consumers, and are expected to perform their roles with diligence; and with a person-centred approach to the best of their ability. It is the responsibility of all staff to raise concerns when it is recognised that something is not right. Safety and quality is the responsibility of all staff, at all levels and across all locations.

## Clinicians

All clinicians are accountable for the provision of competent, consistent, timely, safe, reliable, contemporary and person centred care within a defined scope of practice.

Clinicians work in teams with professionals from a variety of disciplines based on mutual respect and clear communication, with an understanding of responsibilities, capabilities, constraints and each other's scope of practice.

All clinicians are responsible for providing care that is person centred, evidence based and which focuses on safety through minimising risk while achieving optimal outcomes for consumers. This is helped by participating in clinical governance, in WCHN health and safety forums, fostering a learning environment and supporting other clinicians to provide high quality services which are safe.

Clinicians are expected to speak up when there are concerns about safety so that these can be rectified and learnt from. Clinicians are accountable for their own individual professional practice, including maintaining currency of credentialing, registration and professional practice.

## Managers

Managers are accountable for implementing systems and practices that support high quality clinical practice. Managers oversee, guide and direct staff by providing leadership and advice ensuring appropriate clinical governance, continuous quality improvement, and leading safety programs. Managers develop, implement and monitor performance indicators for the identification, management and reporting of risk. Managers implement the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards within their areas of responsibility. Managers are expected to demonstrate diligence and honesty in the management of public resources.

Managers organise, direct and manage the performance of staff to meet operational requirements; implement and promote evidence based standards and policies that are compliant with relevant, professional, industrial and legislative requirements. Managers engage with and listen to staff, and create an environment where staff feel able to speak up in relation to concerns about safety. Managers address concerns raised and provide regular, ongoing feedback in the interests of improving care and safety.

## Executive/Divisional Directors

Executive/Divisional Directors are accountable for embedding the Clinical Governance Framework; Consumer Engagement Framework and the requirements of the National Safety & Quality Standards into their areas of responsibility and providing assurance to the Executive and Board that these systems are in place and work effectively, all risks are known and mitigated and that staff understand their safety and quality responsibilities.

It is expected that those holding senior leadership positions will model the highest standards of ethical and professional behaviour.

## WCHN Committees

WCHN Committees support Executive Directors to implement and evaluate organisational systems, support divisions to work together to identify and mitigate risk and continuously improve practice. They support the organisation to work as a single entity.

## Chief Executive Officer

The Chief Executive has overall accountability for safety, care delivery, system governance and monitoring.

## Board

The Board is accountable for governance, monitoring, compliance and ensuring the executive are discharging their responsibilities in managing the organisation.



# Strategic Management Plan 2018-2020

Our Purpose: Improving the health and wellbeing of our community

## Lead

Imagining the future

- Care for our staff so that we can care for our community
- Continue to strengthen person and family centred care
- Enable an innovative and productive culture to ensure we are delivering excellent care
- Ensure women, youth and children's safety
- Improve health outcomes for Aboriginal women, children and families
- Improve wellbeing and resilience of our young people
- Plan for the new Women's and Children's Hospital
- Work towards embedding a focus on the first 1000 days of life

## Partner

Together we do better

Build a caring, innovative, productive and safe workplace culture that enables an engaged, skilled workforce

Create a climate to foster research excellence and translation into practice

Embed collaboration, teamwork and partnership to lead quality service delivery for a range of complex needs

Encourage consumer and community engagement at all levels

Envision what excellence in care and continuous learning means

## Deliver

Improving the experience

Achieve ongoing accreditation under the National Safety and Quality Health Service Standards

Capitalise on service delivery benefits of modernised ICT infrastructure

Deliver greater efficiencies across outpatient services

### Key goals

Develop resourceful strategies for sustainment of current WCH site

Ensure that all of our services are financially sustainable

Implement recommendations from the Child Protection Systems Royal Commission

Implement successful CAMHS and CaFHS service model improvements



Government of South Australia  
SA Health