

<b>Position</b>	Social Worker
<b>Classification</b>	AHP2
<b>Division</b>	Mental Health Services
<b>Department / Section / Unit / Ward</b>	Marion Acute
<b>Role reports to</b>	Operationally: > Team Manager Professionally: > Principal Social Worker
<b>CHRIS 21 Position Number</b> M55561	<b>Role Created / Review Date</b> 01/01/2020
<b>Criminal History Clearance Requirements</b> <input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)	<b>Immunisation Risk Category</b> Category A (direct contact with blood or body substances)

## JOB SPECIFICATION

### Primary Objective(s) of role:

The Social Worker undertakes clinical care coordination as part of the multi-disciplinary team within the Specialist Community Mental Health Service. The Social Worker is responsible for the delivery of a range of clinical activities, including mental health and psychosocial assessments, risk assessments, treatment and care planning, therapeutic interventions, advocacy and liaison with other community service providers.

Responsible to the allocated Consultant Psychiatrist or delegate for implementing the Treatment and Care Plan developed by the multidisciplinary team and the consumer.

Accountable to the Senior Social Worker and Principal Social Worker for their professional practice and to act within their own scope of practice and legal frameworks.

Applies specialised expertise to the development, delivery and continuous improvement of quality clinical work and provides discipline specific assessments and interventions.

Works collaboratively with consumers and families/carers and may liaise closely with a network of government and non-government organisations with the aim of maximising wellbeing, assisting stabilisation of mental health, rehabilitation, and building functional capacity for self-management.

### Direct Reports: (List positions reporting directly to this position)

> May supervise Social Work students and volunteers as required

### Key Relationships / Interactions:

#### Internal:

- Maintains a close working relationship with the Team Manager.
- Maintains cooperative and productive working relationships with all members of the multi-disciplinary team
- Supports and works collaboratively with less experienced members of the team

#### External:

- Maintains relationships with non-government organisations or other government organisations to meet the needs of the consumer and family/carer groups.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- Working with individuals where there are multiple complexities and diverse cultural backgrounds.
- Recognising and responding to clinical deterioration or other incidents and escalating appropriately.
- Providing evidenced based care, developing clinical skills while keeping up to date with professional standards of practice and quality management initiatives consistent with organisational policies.
- Working collaboratively within the multidisciplinary team.

### Delegations: (As defined in SALHN instruments of delegations)

(Levels / limits of authority in relation to finance, human resources, Work Health and Safety and administrative requirements as defined by Departmental delegations and policies.)

Financial	N/A
Human Resources	N/A
Procurement	N/A

### Resilience

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

### Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and SALHN 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, Procedures and legislative requirements including but not limited to:

- > National Safety and Quality Health Care Service Standards.
- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *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 in the Immunisation for Health Care Workers in South Australia Policy Directive.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Information Privacy Principles.
- > 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.
- > *Health Practitioner Regulation National Law (South Australia) Act 2010*
- > *Mental Health Act 2009 (SA) and Regulations*
- > *Controlled Substances Act 1984 (SA) and Regulations*
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time
- > *The Mental Health and Emergency Services Memorandum of Understanding, 2010, SA Health, SA Ambulance Service, Royal Flying Doctor Service, South Australian Police*
- > *Housing SA MOU*
- > *South Australian Civil Administrative Tribunal (SACAT)*

### 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

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the *Child Safety (Prohibited Persons) Act 2016* and Child Safety (Prohibited Persons) Regulations 2019 must obtain a Working with Children Clearance through the Screening Unit, Department of Human Services.
- > Working with Children Clearance must be renewed every five (5) years.
- > 'Approved Aged Care Provider Positions' as defined under the Accountability Principles 1998 made in pursuant to the *Aged Care Act 2007* (Cth) must be renewed every 3 years.
- > Appointment and ongoing employment is subject to immunisation requirements as per Risk Category identified on page 1.
- > 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 2008* 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.
- > Must possess a current unrestricted South Australian drivers licence and be willing to drive.
- > Is required to travel between locations and work within a consumer's own environment within the metropolitan region.
- > Some out of hours work may be required.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<ul style="list-style-type: none"> <li>&gt; Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan.</li> </ul>
Provide professional services in collaboration with consumers and their families or carers by:	<ul style="list-style-type: none"> <li>&gt; Developing, implementing and evaluating specific social work therapeutic interventions eg individual counselling, family interventions, crisis intervention, brief therapy and focused psychological strategies.</li> <li>&gt; With support, developing and delivering therapeutic groups for consumers and family/carers.</li> <li>&gt; Undertaking health promotion activities eg developing and implementing educational services as required.</li> <li>&gt; Disseminating information on rights, benefits and services as required.</li> <li>&gt; Facilitating and maintaining linkages to appropriate community resources.</li> <li>&gt; Providing community liaison and education to families, carers and the community about mental illness and recovery.</li> <li>&gt; Developing community networks which are responsive to the identified needs of consumers.</li> <li>&gt; Working in conjunction with government and non-government agencies to effectively coordinate service provision.</li> </ul>
Provide continuity of care and support for the consumer through mental health and wider health and social systems by:	<ul style="list-style-type: none"> <li>&gt; Undertaking a clinical case load and providing individual care coordination to consumers with complex and specialised needs utilising discipline-specific expertise.</li> <li>&gt; Undertaking assessments, risk assessments and interventions to increase a consumer's functional capacity.</li> <li>&gt; Evaluating the progress made with each consumer, and when appropriate, facilitating transfer of care in a timely manner.</li> <li>&gt; Providing discipline-specific consultation across the team to meet the mental health care needs of consumers.</li> <li>&gt; Requesting the assistance of other disciplines when necessary, to contribute to the consumer's Treatment and Care Plan.</li> <li>&gt; Offering specialist groups or individual interventions and rehabilitation according to own knowledge base and individual skill.</li> <li>&gt; Working assertively with families and carers by:                             <ul style="list-style-type: none"> <li>&gt; ensuring that family and carer input is recognised and their needs addressed.</li> <li>&gt; offering opportunities to be involved in planning and service provision.</li> <li>&gt; taking into account social and cultural diversities to ensure access to, and utilisation of, culturally specific services.</li> <li>&gt; recognising and planning for the needs of children who have a parent with mental illness.</li> </ul> </li> <li>&gt; Participating in triage of referrals including obtaining information from referral sources and obtaining historical and collateral information.</li> <li>&gt; Ensuring practice is in accordance with the Mental Health Act 2009 National Practice Standards for the Mental Health Workforce, National Mental Health Strategy and UN Principles on the Protection of People with a Mental Illness and improvement in mental health care, and professional discipline code of conduct.</li> </ul>
Provide continuity of care and support for the consumer through mental health and wider health and social systems by:	<ul style="list-style-type: none"> <li>&gt; Providing services to consumers which promote and facilitate the use of supports available at the local community level and which take into account social and cultural diversities.</li> <li>&gt; Linking and co-ordinating an appropriate range of resources and specialist and general services within and across sectors.</li> </ul>

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	<ul style="list-style-type: none"> <li>&gt; Advocating for and negotiating on behalf of the consumer with relevant groups/organisations.</li> </ul>
Participate in community development and educational activities by:	<ul style="list-style-type: none"> <li>&gt; Responding to requests to provide mental health consultation/information.</li> <li>&gt; Initiating educational activities within the local community which raise awareness of the needs, treatment and other issues associated with mental illness.</li> <li>&gt; Liaising and collaborating with other agencies, health care professionals and service providers to determine how to best meet the needs of people who have a mental health problem and ensure best outcomes for consumers.</li> </ul>
Participate in continuous quality improvement programs and activities, linked to the organisation's strategic and corporate directions and targets by:	<ul style="list-style-type: none"> <li>&gt; Assisting with the development and establishment of key performance indicators for all critical activities relevant to area of responsibility in accordance with the quality evaluation program.</li> <li>&gt; Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.</li> </ul>
Promote cooperation, teamwork and consumer involvement by:	<ul style="list-style-type: none"> <li>&gt; Delivering non-discriminatory treatment and support that is sensitive to the social and cultural values of the consumer, the consumer's family and carers and the community.</li> <li>&gt; Participating in communication forums with staff, consumers, their families and carers.</li> <li>&gt; Being aware of own communication style and behaviours and modifying these to achieve positive outcomes and relationships;</li> <li>&gt; Providing honest and sensitive feedback, whilst being receptive to and encouraging constructive critical feedback.</li> </ul>
Contribute to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education by:	<ul style="list-style-type: none"> <li>&gt; Managing own continuous professional development activities, supporting the development of others and contributing to learning in the work area.</li> <li>&gt; With experience, provide supervision and training for Social Work students</li> <li>&gt; Participating as a member of the Social Work disciplinary group.</li> </ul>
Contribute to a safe and healthy work environment by:	<ul style="list-style-type: none"> <li>&gt; Contribute to a safe and healthy work environment, free from discrimination and harassment by working in accordance with legislative requirements, the Code of Ethics for the South Australian Public Sector and departmental human resource policies, including WHS requirements.</li> </ul>
Contribute to the NSQHSS by:	<ul style="list-style-type: none"> <li>&gt; Demonstrate a commitment to achieving and complying with National Safety &amp; Quality Health Service Standards.</li> </ul>
Contribution to effective operation of unit	<ul style="list-style-type: none"> <li>&gt; Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers.</li> <li>&gt; Contributing to the promotion and implementation of the objects and principles of the Health Care Act 2008 and Public Sector Act 2009 (inclusive of the Code of Ethics for the South Australian Public Sector).</li> <li>&gt; Adhering to the provisions of relevant legislation including, but not limited to, the Equal Opportunity Act 1984, Work Health and Safety Act 2012 (SA) (WHS), Awards and Enterprise Agreements.</li> <li>&gt; Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions.</li> <li>&gt; Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.</li> </ul>

## 1. ESSENTIAL MINIMUM REQUIREMENTS

### Educational/Vocational Qualifications

- > An appropriate degree or equivalent qualification which gives eligibility for full membership of the Australian Association of Social Workers.

### Personal Abilities/Aptitudes/Skills

- > Ability to provide core social work skills including psychosocial assessment, counselling, individual and group work, relationship and family interventions, crisis intervention and brief therapy.
- > Must be highly motivated and have the ability to engage with consumers who have very high service needs.
- > Ability to undertake comprehensive assessment skills including, consumer needs analysis, assessment skills in mental state and risk assessment.
- > Ability to work collaboratively with consumers, families, carers, other agencies and community services to implement Treatment and Care Plans and coordinate comprehensive service provision for consumers who have enduring and complex needs.
- > Ability to understand the value systems and cultural differences of people from diverse backgrounds.
- > Ability to work collaboratively and cohesively with consumers, carers, other agencies, community services and the multi-disciplinary team.
- > Ability to effectively and efficiently manage time and other resources.
- > Effective written and verbal communication skills and ability to express complex ideas succinctly and logically.
- > Commitment to engage in supervision and ongoing professional development
- > With experience, ability to work with limited supervision and exercise more autonomy.
- > Proven commitment to the principles and practise of:
  - EEO, Ethical Conduct, Diversity and Worker Health & Safety.
  - Quality management and the provision of person and family centred care.
  - Risk management.

### Experience

- > Experience working with people who have a mental illness, their families and/or carers
- > Experience in collaborative development, implementation and monitoring of planned interventions for consumers of mental health services with complex needs.
- > Experience in development and maintenance of therapeutic relationships with consumers having enduring and severe disability and complex needs, and their families and carers.
- > Successful participation in a multidisciplinary team environment.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards. (Mandatory for all clinical positions.)

### Knowledge

- > Awareness of National Safety and Quality Health Service Standards.
- > Understanding of Delegated Safety Roles and Responsibilities.
- > Understanding of Work Health Safety principles and procedures.
- > Understanding of Quality Management principles and procedures.
- > Awareness of person and family centred care principles and consumer engagement principles and procedures.
- > Knowledge and understanding of relevant legislation, industrial agreements, standards, codes, ethics and competency standards
- > Knowledge of contemporary social work and health care issues.

**2. DESIRABLE CHARACTERISTICS** (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > Negotiating skills in collaborative planning, implementation, and evaluation of treatment programs.
- > A strong commitment to research and evaluation

**Experience**

- > Clinical experience within a community mental health service
- > Experience in accessing, liaising with, monitoring and evaluation community resources and community projects.
- > Proven experience in basic computing skills, including email and word processing
- > Experience with quality improvement methodologies for clinical activities

**Knowledge**

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of current psychiatric diagnostic and classification systems and assessment tools.
- > Knowledge of current psychiatric medications and management, including medication side effects and drugs of abuse.
- > Knowledge of community resources, formal and informal, relevant to those having enduring and severe mental disorder and disability.
- > Working knowledge of the South Australian Mental Health Act and the Guardianship and Administration Act.

**Educational/Vocational Qualifications**

- > Relevant undergraduate or postgraduate qualifications specific to human services, clinical care or leadership.
- > Eligibility or registration as an accredited Mental Health Social Worker through the Australian Association of Social Workers (AASW).



## 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.

## SA Health Challenges

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

## Our Legal Entities

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

## Governing Boards

The State Government is reforming the governance of SA Health, including from 1 July 2019 the establishment of 10 Local Health Networks, each with its own Governing Board.

Statewide	> Women's and Children's Health Network
Metropolitan	> Central Adelaide Local Health Network
	> Southern Adelaide Local Health Network
	> Northern Adelaide Local Health Network
Regional	> Barossa Hills Fleurieu Local Health Network
	> Yorke and Northern Local Health Network
	> Flinders and Upper North Local Health Network
	> Riverland Mallee Coorong Local Health Network
	> Eyre and Far North Local Health Network
	> South East Local Health Network

## Southern Adelaide Local Health Network (SALHN)

SALHN provides care for more than 350,000 people living in the southern metropolitan area of Adelaide as well as providing a number of statewide services, and services to those in regional areas. More than 7,500 skilled staff provide high quality patient care, education, research and health promoting services.

SALHN provides a range of acute and sub-acute health services for people of all ages.

SALHN includes

- > [Flinders Medical Centre](#)
- > [Noarlunga Hospital](#)
- > [GP Plus Health Care Centres and Super Clinics](#)
- > [Mental Health Services](#)
- > Sub-acute services, including [Repat Health Precinct](#)
- > [Jamie Larcombe Centre](#)
- > [Aboriginal Family Clinics](#)

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**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; it sets out the **South Australian Public Sector Values** as:

- > **Service** – We proudly serve the community and Government of South Australia.
- > **Professionalism** – We strive for excellence.
- > **Trust** – We have confidence in the ability of others.
- > **Respect** – We value every individual.
- > **Collaboration & engagement** – We create solutions together.
- > **Honesty & integrity** – We act truthfully, consistently, and fairly.
- > **Courage & tenacity** – We never give up.
- > **Sustainability** – We work to get the best results for current and future generations of South Australians.

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

**Domestic and Family Violence**

The Southern Adelaide Local Health Network (SALHN) recognises the devastating impact domestic or family violence can have on the lives, of those who experience abuse and are committed to supporting employees who experience domestic or family violence by providing a workplace environment that provides flexibility and supports their safety.

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**Role Acceptance**

I have read and understand the responsibilities associated with the Social Worker in the SALHN community mental health and organisational context and the values of SA Health as described within this document.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date