



## ROLE DESCRIPTION

<b>Role Title:</b>	CaFHS Social Worker
<b>Classification Code:</b>	AHP2
<b>LHN/ HN/ SAAS/ DHA:</b>	Women's and Children's Health Network
<b>Hospital/ Service/ Cluster</b>	Women's and Children's Health Network
<b>Division:</b>	Acute Services
<b>Department/Section / Unit/ Ward:</b>	Child and Family Health Service
<b>Role reports to:</b>	Regional Manager
<b>Role Created/ Reviewed Date:</b>	September 2020
<b>Criminal History Clearance Requirements:</b>	Working with Children Check (issued by DHS) National Police Check – Working unsupervised with vulnerable persons
<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:

- > Child & Family Health Service (CaFHS) is a service of the Women's and Children's Health Network which provides a range of early intervention, parenting and child development programs. These programs support vulnerable families with children 0-3 years, who are experiencing a range of complex issues which may impact on their children's safety, wellbeing and development.
- > The CaFHS Social Worker works as part of a multidisciplinary team to improve the early identification, assessment and care planning for families with complex needs and facing adversity.
- > The CaFHS Social Worker works with parents who face challenges through the provision of individual counselling, advocacy and support. They encourage the best use of individual and family strengths and resources by working in partnerships with the caregiver/family to
  - Increase coping skills
  - Better develop problem solving skills
  - Feel positive about their future
  - Gain a better understanding of where to seek resources/information in the future.
- > The Social Worker is based in a CaFHS site but works across regions, including Torrens House, a residential intensive program for mother with babies who are experiencing feeding, settling issues.

### Direct Reports:

- > Regional Manager

### Key Relationships/ Interactions:

#### Internal

- > Reports to the Regional Manager
- > Clinical supervision and clinical oversight via Clinical Lead (Social Work Service)
- > Works collaboratively with all disciplines across Allied Health
- > Works in partnership with Registered Nurses regarding referrals to the Social Work Service

#### External

- > Works collaboratively with workers in other agencies.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Developing collaborative working relationships with nurses and other health professionals within CaFHS
- > Working effectively within both a small team and regional team and across regions.
- > Dealing appropriately and relevantly with infants, young children and their families where there are multiple needs, diverse cultural backgrounds and expectations of clients.
- > Providing professional expertise and guidance to entry level social workers on more complex cases

### Delegations:

- > As Per WCHN delegations

### 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, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *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 by the *Immunisation for Health Care Workers in South Australia Policy Directive*.
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > *Children and Young People (Safety) Act 2017* (SA) 'Notification of Abuse or Neglect'.
- > Disability Discrimination.
- > *Independent Commissioner Against Corruption Act 2012* (SA).
- > *Information Privacy Principles Instruction*.
- > 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.
- > May be responsible for supervision and oversight of volunteers assigned within the department, in collaboration with the WCHN Volunteer Unit. Refer to Volunteer Engagement and Management Procedure
- > Applying the principles of the *South Australian Government's Risk Management Policy* to work as appropriate.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

#### 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 already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit, and must be renewed every 5 years from the date of issue
- > For 'Risk Assessed Roles' under the *NDIS Worker Screening Rules 2018*, the individual's NDIS Worker Check must be renewed every 5 years from the data of issue (or are required to be compliant with transitional arrangement for South Australia).
- > Failure to renew required criminal history screenings prior to nominated expiry will require your absence by way of approved leave until a renewal is obtained.
- > A satisfactory National Police Certificate (NPC) assessment is required.
- > 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.
- > 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.

**Zero Tolerance to Racism:**

The Women's and Children's Health Network has zero tolerance to racism. The Network is committed to ensuring its staff, volunteers, consumers and visitors are able to work or access health services in an environment that is culturally safe and free from any form of racism or discrimination.

Our staff are supported to address any form of racism in all environments, in line with our Corporate Procedure: ***Zero Tolerance to Racism – Identifying, Responding, and Managing in the Workplace.***

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
1. <b>Contributes to direct service provision for Family Home Visiting eligible clients by providing specialist skills in assessment and engagement of families who are experiencing psychosocial adversity</b>	<ul style="list-style-type: none"> <li>&gt; A high standard of social work service including individual, family and group work for more complex eligible clients is provided.</li> <li>&gt; Conduct comprehensive assessments and interventions utilising evidence based social work models to inform interventions.</li> <li>&gt; Carry out interventions including, counselling, behavioural change practice and family interventions to empower clients to make changes to improve resilience and wellbeing.</li> <li>&gt; In association with families develop culturally relevant family focussed interventions</li> <li>&gt; Families receive relevant support and advocacy.</li> <li>&gt; Utilise effective prioritisation and workload management strategies to ensure responsive service delivery.</li> <li>&gt; A positive approach to internal case reviews and team meetings is modelled.</li> </ul>
2. <b>Contribute to a client focussed service</b>	<ul style="list-style-type: none"> <li>&gt; Client issues will be responded to promptly and effectively.</li> <li>&gt; A positive image of the service will be conveyed through all interactions with clients.</li> <li>&gt; Liaise and consult with CaFHS staff on procedural schedules and relevant procedural information.</li> <li>&gt; Urgent issues are communicated appropriately to relevant staff and the client is advised accordingly.</li> <li>&gt; Contribute to the service improvement process</li> </ul>
3. <b>Provides a social work service to multi - disciplinary team at Torrens House</b>	<ul style="list-style-type: none"> <li>&gt; A high standard of counselling and referral are provided to women who are resident at Torrens House.</li> <li>&gt; Provision of group work service to Torrens House</li> <li>&gt; Participants receive relevant support and information</li> </ul>
4. <b>Takes responsibility for improving the quality of personal practice</b>	<ul style="list-style-type: none"> <li>&gt; Maintenance of individual professional development portfolio and competencies within current role.</li> <li>&gt; Participates regularly in individual and group supervision</li> <li>&gt; Participation in quality improvement and training and development activities.</li> <li>&gt; Takes part in required professional development activities including family partnerships training</li> <li>&gt; Completes mandated training activities</li> </ul>
5. <b>Contribute to the development and implementation of a service of best practice</b>	<ul style="list-style-type: none"> <li>&gt; Initiates quality improvement mechanisms and strategies to improve</li> <li>&gt; Continuously review existing practices and implement change where required</li> <li>&gt; Contribute to the development and implementation of practice guidelines, protocols/audits and quality indicators.</li> <li>&gt; Participate in the development and implementation of standards and models of service delivery for families with young children</li> <li>&gt; Contribute to the development of policies within the organisation to support the operation of the service.</li> <li>&gt; Appropriate data collection, research and evaluation procedures are implemented thus contributing to documentation on preventative programs</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:**

- > Undertake comprehensive psychosocial assessment of families with young children utilising contemporary best practice frameworks.
- > Assessing, planning, implementing and evaluating complex interventions including group work aimed at addressing psychosocial need in families with children aged 0 to 3 years.
- > Utilise advanced interpersonal and communication skills to foster productive working relationships across disciplines, contribute positively in a multi- disciplinary team environment and undertake effective problem solving, negotiation and conflict management.
- > Work effectively within a small team environment and provide guidance to entry level staff
- > Establish key stakeholder and client relationships across the socio-economic spectrum and from diverse cultures and work effectively within a direct client service environment.
- > Critically analyse and respond to the changing needs of the clients and the organisation.
- > Work independently and under limited direction to meet deadlines and achieve agreed outputs whilst working with demanding and sometimes competing priorities

#### **Experience**

- > Proven experience in working with families utilising current research and knowledge about attachment, infant mental health and brain development and families who are experiencing psychosocial need
- > Proven experience evaluating complex cases and utilising high-level counselling and/or case management practice skills
- > Providing leadership in utilising strength-based approaches and delivering reflective practice sessions

#### **Knowledge**

- > Relevant social work theories and models including an understanding of strengths-based approach, its application and group work processes, theory and practice
- > Family intervention principles, methodologies and techniques, an understanding of the effects of child abuse and current preventative approaches and the major social and health issues facing mothers, fathers, children
- > The principles and practice of WHS, Equal Opportunity, and diversity appropriate to the requirements of the position and the knowledge of the legal requirements for mandatory reporting.
- > An understanding of the effects of mental health, substance abuse and domestic violence on parenting young children including knowledge of attachment and brain development in infants and early childhood.
- > Demonstrated understanding of the major social and health issues facing Aboriginal people, women, fathers and children
- > Knowledge of the Child Protection legislation and the requirements for mandatory reporting

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Further training in areas such as counselling, mental health or infant mental health

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

- > Working in services undergoing change and introducing new service models
- > Represent the organisation with a high degree of credibility and professionalism

### **Experience**

- > Group facilitation
- > Experience in working in a health community setting
- > Working with families with significant social issues such as homelessness, drug and alcohol issues, mental health issues, domestic violence, disability and poverty.

## 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 Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, 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.



## 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.

## Four Strategic Priorities



Improved health and wellbeing of families and communities



Meaningful gains in Aboriginal health and wellbeing



Provide leading healthcare for women, babies, children and young people



Create one health network

## Key Enablers

Effective communication

Consumer and community engagement

Culture and leadership

Engaged and capable workforce

Enabling technology

Research

Productive partnerships

Contemporary infrastructure

Financial sustainability

Continuous improvement and innovation

**Mission** To improve the health and wellbeing of families and communities by providing integrated care and support

**Vision** To be a leading and respected health network for women, babies, children, young people and their families

**Values** Compassion, Respect, Equity, Accountability, Together for Excellence

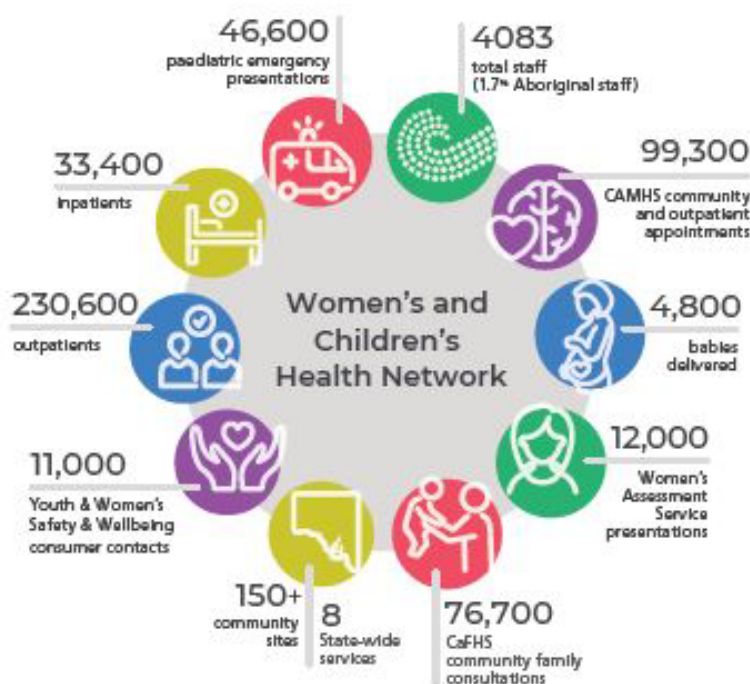
**Our Story** starts with our consumers and communities who are at the centre of everything that we do.

Our focus for the years ahead is to:

- Provide outstanding care and service
- Enhance our culture and leadership
- Design and deliver a new Women's and Children's Hospital
- Strengthen partnerships, expand innovation
- Through research, education and learning, inspire others, share specialist knowledge and deliver excellence in everything that we do
- Deliver an integrated WCHN

**Our Way** is underpinned by our agreed ways of working together that enable us as an organisation to:

- Share a common purpose and direction
- Use innovative and new ways to deliver our service
- Educate and support people to excel in the care that they give
- Grow and develop our current and future leaders
- Ensure that we have consistent behaviours and ways of working
- Implement processes and systems that are efficient and effective



State-wide services: Child and Family Health Service, Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Disability Services, Child Protection Service, Metropolitan Youth Health, Women's Health Service, Women's Safety Strategy