

DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Social Work Assistant
<b>Position Number:</b>	522725, 524074, 530334, 530335
<b>Classification:</b>	Health Services Officer Level 5
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals South – Royal Hobart Hospital Social Work Services
<b>Position Type:</b>	Permanent, Full Time/Part Time
<b>Location:</b>	South
<b>Reports to:</b>	Clinical Lead - Social Work
<b>Effective Date:</b>	July 2016
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Knowledge and understanding of health and community-based resources Certificate III in Allied Health Assistance or equivalent qualification Experience in direct client/patient work in a health or human services setting

*Note: 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:

As a member of the Social Work Services team, assist Social Workers with the delivery of services to clients/patients and their families.

## Duties:

1. Under the direction and supervision of a Social Worker or in accordance with an approved care plan:
  - Provide information and assist clients with the completion and lodging of forms.
  - Liaise with other relevant services, including the Motor Accident Insurance Board (MAIB), Centrelink and the Patient Travel Assistance Scheme (PTAS) to facilitate client/patient referral requirements.
  - Refer, direct and/or accompany clients to appointments within other health services areas.
  - Participate in the implementation of group sessions as required and assist with these sessions under the direction of a Social Worker.
  - Provide practical assistance with hospital discharge, this may include arranging for taxi vouchers as required and/or coordinating home transport arrangements for clients.
2. Provide general administrative and procedural assistance to clients, stakeholders and Social Work Services including:
  - Receiving and recording information and phone calls from clients and referrers as required.
  - Developing and maintaining service information, using health literacy principles.
  - Co-ordinate the production of social work newsletters
  - Maintaining, recording and updating records, databases and statistical information using the required systems.
  - Providing practical assistance to clients as deemed appropriate by a Social Worker.
3. Participate in team meetings, ongoing education and professional development opportunities.
4. 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, safeguarding practices for vulnerable people, and related training.
5. 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:

- Receives general direction from the relevant Clinical Lead on policy and procedural matters with direct supervision on day to day tasks provided by the Social Workers.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

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

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

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

## Selection Criteria:

1. Experience, knowledge, skills, and the ability to work in a patient care environment assisting patients/clients under the direction of the Social Worker.
2. Demonstrated ability to work effectively as a team member with a wide range of health professionals.
3. Ability to exercise initiative, independent judgement, and flexibility, and carry out safe working practices within a multi-disciplinary team environment.
4. Demonstrated interpersonal and communication skills including verbal and written and the ability to establish a rapport with a wide range of people including people with a disability and people from a diverse culture.
5. Ability to use computer database and word processing systems.
6. Good time management skills and the ability to organise daily workload.

## 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 of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

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](#).