

Position	Social Worker (Case Manager)
Classification	AHP2
Division	Rehabilitation, Aged Care & Palliative Care
Department / Section / Unit / Ward	Bangka Strait
Role reports to	Operationally: > Clinical Manager – Transition Services Professionally: > Director – Social Work RAP
CHRIS 21 Position Number P18207	Role Created / Review Date 01/11/2008
Criminal History Clearance Requirements <input type="checkbox"/> Aged - Prescribed <input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Child - Prescribed (Working with Children Check)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

The Transition Care - Social Worker is accountable to the Clinical Manager - Transition Services for contribution to the implementation and management of the Southern Adelaide Local Health Network service delivery model in Bangka Strait and the Transition Care Program (TCP). The incumbent will be involved in active search and triage for clients from acute care, coordination of client services and provision of Social Work assessment and intervention whilst in the service. This role is also involved in contributing to the reporting and quality monitoring mechanisms of the Bangka Strait and Transition Care services.

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

> Nil

Key Relationships / Interactions:

Internal:

- > Inter-disciplinary TCP team
- > Referrers
- > Aged Care Assessment Team

External:

- > Working collaboratively with non-government organisations in the delivery of the service.
- > Referrers from private hospitals

Challenges associated with Role:

Major challenges currently associated with the role include:

> Nil.

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 and Young People (Safety Act) 2017 (SA)*.
- > *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.
- > *Mental Health Act 2009 (SA)* and Regulations.

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.

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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 be prepared to attend relevant meetings and staff development / education activities as required.
- > Some out of hours work may be required.
- > May be required to participate in a weekend roster.
- > May be required to provide services to different areas of the Social Work Department on a rotational basis.
- > May be required to work within other locations of the Southern Adelaide LHN.
- > Must have current South Australian driver's license and willingness to drive a government plated vehicle when employed in a community setting.
- > Will be required to work offsite, travel between locations and work within the Client's own environment within the metropolitan region.
- >

Key Result Areas	Major Responsibilities
<p>Direct/indirect patient/client care</p>	<ul style="list-style-type: none"> > Commitment to delivering high quality and safe care consistent with the SALHN Integrated Governance Framework and Consumer Engagement Framework and Plan. > Effectively plan & implement Social Work assessment and intervention skills within the service. > Undertaking timely, evidence-based Social Work assessments, developing SMART Social Work specific goals based on broader client goals and providing the appropriate level of Social Work intervention. > Actively collaborate in early and timely multidisciplinary discharge planning. > Management of clinical caseload via appropriate clinical prioritisation with respect to client needs, service requirements and RAP priorities.
<p>Support the TCP Clinical Coordinator to effectively manage the referral and triage processes of SALHN's Transition Care Program</p>	<ul style="list-style-type: none"> > Receiving and triaging referrals from the acute sector within 24 hours (weekdays). > Working collaboratively with hospital staff and family members to ensure that TCP program assessments are conducted with a patient focus and in accordance with the TCP Commonwealth Guidelines. > Utilising specialised therapy skills to provide Social Work intervention and case management to clients enrolled in the residential TCP program at VITA. > Developing and documenting client-focussed SMART goals in active collaboration with client, family and /or carers. > Developing, implementing and evaluating innovative responses and flexible service options to meet identified needs to support the Transition Care program. > Working cooperatively within a multi-disciplinary team to continually improve, implement and evaluate a holistic Transition Care program which is responsive to identified community needs. > Providing written information to staff, patients and family/carers regarding the Transition Care Program. > Negotiating with service providers regarding patient goals and discharge outcomes and destinations. > Facilitating patient discharge to the service providers within 48 hours of referral where appropriate. > Providing a consultancy service to other staff and agencies re provision of health services for older people with rehabilitative care needs, TCP or other. > Ensure optimal and maximum use of available SALHN Transition Care Program packages.
<p>Effectively contribute to the acute/community interface of within the services:</p>	<ul style="list-style-type: none"> > Developing and building on existing relationships within the acute sector. > Developing and building on relationships with accredited service providers. > Providing initial care co-ordination planning with the patient's identified GP. > Providing support for both the acute and community service providers in operational aspects of the program. > Being a resource for patients, staff, families, service providers and other stakeholders regarding the program.

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	<ul style="list-style-type: none"> > Providing overall care co-ordination for clients on the program through regular contact with service providers and the acute sector.
Contribution to effective operation of unit	<ul style="list-style-type: none"> > Contributing to the development of an integrated team approach and culture which is highly responsive to the needs of our consumers. > 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). > 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. > Demonstrating appropriate behaviours which reflect a commitment to the Department of Health values and strategic directions. > Undertaking training as required to attain and maintain required competency of skills and knowledge applicable to the role.
Provide support for the quality management, data management and reporting requirements of SALHN's Transition Care Program	<ul style="list-style-type: none"> > Ensuring service providers meet the SA and Commonwealth Transition Care Program Guidelines. > Monitoring weekly service provider updates regarding SALHN clients on the Transition Care Program. > Monitoring and managing the Transition Care Program data, quality and reporting requirements for SALHN, the Department of Health and Wellbeing and the Commonwealth.
Quality	<ul style="list-style-type: none"> > Initiating and participating in quality assurance processes. > Contributing to appropriate data collection, research and evaluation processes. > Disseminating acquired knowledge by publication or presentation of research results. > Participating in performance reviews and implementing strategies for performance development. > Participating in relevant organisational quality improvement mechanisms such as case review, case note audits and program reviews.
Promote the effectiveness of the TCP to key stakeholders and agencies	<ul style="list-style-type: none"> > Providing clear and accurate reports, presentations and contribution to publications regarding the program operation, outcomes and its objectives. > Training for patients and carers, service provider and others. > Effective and timely information for GPs and patients/ carers. > Effective lines of communication over the acute / community service interface. > Consultancy service on the program. > Participation on the regional forums and management groups.

1. 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

- > Demonstrated skills in case management/care coordination and the ability to make complex clinical decisions including sourcing and coordinating services to meet clinical and community care needs.
- > Ability to contribute to plans, develop, implement and evaluate community oriented, holistic therapeutic interventions appropriate for older people and their families.
- > Effective liaison, goal setting and negotiation skills and ability to work in a flexible manner.
- > Sound skills in building rapport and communicating with a wide range older adults, their carers /family, referrers, hospital staff and service providers.
- > Strong ability to work with clients who have diverse value systems, cultural differences and special needs
- > Demonstrated skills in Social Work assessment and intervention, in particular related to restorative care in older people.
- > Effective crisis intervention and conflict resolution skills.
- > Demonstrated competency in both verbal and written communication.
- > Highly developed time management and organisational skills.
- > Demonstrated ability to provide professional consultancy and advice to staff and other agencies.
- > 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

- > Strong clinical Social Work experience in working with older people and restorative programs in subacute and/or community settings.
- > Strong experience in client-focussed, holistic SMART goal setting.
- > Experience working within a multi-disciplinary team with contribution to the development and attainment of team goals.
- > Demonstrated experience with solution focussed problem solving in complex case management situations and participation in complex and timely discharge planning.
- > Proven experience in basic computing skills, including email and word processing.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards.

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.
- > Good understanding of community and residential services and initiatives available to older people from both the State and Australian Government.
- > Understanding of a multi-disciplinary and inter-sectoral approach to aged care services including self-management methodologies and applications.
- > Sound knowledge and understanding of the Transition Care Program.
- > Knowledge and understanding of government and non-government health related agencies, structures, relationships and cultures.

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

- > Sound understanding of age friendly principles.

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Previous experience working with a Transition Care Program.
- > Previous experience in community or home-based service provision.
- > Experience in working with a variety of computer software that includes spreadsheets and word processing.

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Extensive knowledge of aged care and community providers.
- > Knowledge of Indigenous issues and barriers affecting access to services.
- > Knowledge of local and state wide services and resources relevant to the target population.

Educational/Vocational Qualifications

- > Nil specified.

Other Details

- > Nil specified.

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 (Case Manager) in the Rehabilitation, Aged and Palliative Care Division and organisational context and the values of SA Health as described within this document.

Name

Signature

Date