



ROLE DESCRIPTION

Role Title:	Social Worker		
Classification Code:	AHP2	Position Number	PO3956
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Mental Health Clinical Program (MHCP)		
Division:	Eastern Mental Health Service		
Department/Section / Unit/ Ward:	RAH Inpatient		
Role reports to:	Professionally to the Principal Social Worker and operationally to the Service Manager, both via the Senior Social Worker, MHCP		
Role Created/ Reviewed Date:	12/2/24		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Social Worker (AHP2) as part of a multidisciplinary Mental Health Team is accountable for the provision of discipline specific services including assessments, care planning, treatments, interventions and programs to enhance recovery orientated outcomes for consumers, their families and carers. These lead to improved clinical outcomes for the consumers of the Acute Inpatient Mental Health Unit of the Mental Health Clinical Program (MHCP) in Central Adelaide Local Health Network (CALHN). Clinical services are provided in a timely fashion to facilitate timely discharge at an optimal level. The Social Worker demonstrates a proficient level of mental health professional knowledge and skills and participates in educational, quality improvement and planning activities.</p>
Direct Reports:
<p>The Social Worker may be required to provide professional/clinical supervision to AHP1 Social Workers, Allied Health Assistants, Lived Experience staff, undergraduate and post-graduate Social Work students and work experience students, as delegated.</p>
Key Relationships/ Interactions:
<p><u>Internal</u> Operationally reports to the Senior Social Worker Professionally reports to the Principal Social Worker through the Senior Social Worker.</p> <p><u>External</u> Required to undertake supervision with the Senior Social Worker. Builds and maintains co-operative and productive working relationships with diverse stakeholders to ensure an integrated service delivery, including: multi-disciplinary staff from external agencies, colleagues in other</p>

regions of SA Health, mental health teams and services, including primary health care, universities and the Australian Association of Social Workers (AASW).

Challenges associated with Role:

Major challenges currently associated with the role include:

- Broad range of mental health clinical conditions to be assessed and treated.
- Discharge planning in complex clinical situations.
- Working in a manner to facilitate optimal discharge within tight timeframes.

Delegations:

Delegated Level N/A

Staff supervised: Direct: As delegated AHP1 and/or AHA2 and/or OPS2 staff

Indirect: N/A

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. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997 (Cth)*.
- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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.
- Hours of duty will be in accordance with provisions of the SA Public Sector Enterprise Agreement: Salaried 2021.
- May be required to work within other locations of the Central Adelaide Local Health Network.
- Must undertake supervision and professional development activities consistent with SA Health's and AASW's standards and requirements.
- Required to comply with and meet SA Health's credentialing requirements including participating in supervision and continuing professional development.
- Must have a current, valid and unencumbered South Australian driver's license and willingness to drive a government plated car.
- Intrastate travel may be required.
- Will be required to travel between locations and work within community settings and within the consumer's own environment within the metropolitan region.
- May be required to undertake a health assessment prior to commencement.

May be required to be rostered and to work ordinary hours over five, six or seven days of the week and/or work reasonable overtime, and to participate in an on-call roster, including out of hours / weekend work, undertake shift coordination, duty work and rapid response. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.

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.
- 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.

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 both CALHN and the broader SA Health values and strategic directions.

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.

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 at all times 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.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

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

Integrity Statement:

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics, and contribute to a culture of integrity within SA Health.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Facilitate the consumer's recovery, improve their social functioning and effect an optimum return to the community by:</p>	<ul style="list-style-type: none"> • Formulating recovery focussed Acute Care Plans that are consistent with existing Care Plans and which include biopsychosocial assessment and delivering evidence based interventions aimed at achieving effective discharge/transfer of care • Undertaking complex casework that may include individual and interpersonal counselling, group work and brief interventions, especially with families in conflict • Facilitating timely, planned and outcome focussed admissions of appropriate duration • Providing services that are culturally and linguistically sensitive to the mental health needs of people. • Discharging mandatory and statutory reporting requirements • Advocating for and assisting consumers with legal issues/court attendances • Providing education and support to consumers, families and/or their carers about mental health and related issues during the period of admission • Assisting the consumer in gaining an understanding the role of medication. • Liaising with and requesting the assistance of other disciplines when necessary to contribute to the care and recovery of the consumer • Providing consultation, assistance and professional advice to other service providers to meet the mental health care and related needs of the consumer • Regularly evaluating the progress made by each consumer and facilitating transfer of care and referral.
<p>Form a collaborative alliance with consumers, families and or carers to enhance the self-management, self-esteem and autonomy of consumers by:</p>	<ul style="list-style-type: none"> • Developing ward environments which value and accommodate the consumer's lived experience in care planning. • Coaching the consumer, family and/or carer to identify warning signs of a relapse and increasing their competence of using effective strategies for managing distressing symptoms • Assisting the consumer, family and/or carers to gain an understanding of the consumer's mental illness and the role of medication • Assisting consumers to find and secure appropriate accommodation • Assessing the consumer's strengths and resourcefulness and encouraging their active participation in their recovery journey • Liaise and advocate for the consumer with employers and employment organisations to maintain and secure employment • Assisting with problem solving around financial management issues • Recording, reporting and disseminating to the consumer, family and/or carers information on their rights, benefits and services.
<p>Promote self-determination, advocate for and represent consumers by:</p>	<ul style="list-style-type: none"> • Mediating, advocating and negotiating with key agencies to ensure consumer community tenure is maintained • Establishing, enhancing or rejuvenating support systems such as formal/informal helping networks • Organising referrals to appropriate community agencies and resources for financial, legal, counselling, rehabilitation and other services as required • Liaise with and utilise community and inpatient services and programs • Providing a community consultation, liaison and education service, including information on mental disorders and effective coping strategies

OFFICIAL

	<ul style="list-style-type: none"> • Supporting consumers and carers accessing and receiving support from a Peer Specialist and/or Carer Consultant • Preparing reports, making applications and appearing in legal forums, eg to the SACAT and the courts to address consumer issues • Safeguarding the health and interest of the consumer by engaging the Public Advocate as appropriate.
<p>Work as an effective member of a multidisciplinary team by:</p>	<ul style="list-style-type: none"> • Developing and maintaining collaborative relationships within the multidisciplinary team to ensure effective integrated care • Participating in handovers, clinical reviews and consumer's transfer of care processes • Providing social work expertise to assist in managing consumer care and planning transfer of care • Providing consultative services and professional advice within the team • Providing modelling and support to team members to integrate the recovery framework and psychosocial approaches into practice • Participating in the development of team aims and objectives and contribute towards their attainment • Addressing multidisciplinary staff development needs and facilitating orientation and induction for new staff members as required • Supporting and enabling multidisciplinary team members to identify service/ structural gaps and undertake new projects/ initiatives within the team • Being aware of own communication style and behaviours and modifying these to achieve positive outcomes and relationships. • Working with other team members to manage conflict situations.
<p>Contribute to the safety and quality management system and continuous improvement by:</p>	<ul style="list-style-type: none"> • Participating in strategic, MHCP and team planning activities as required. • Complying with standards of practice. • Aiming to continuously improve the quality of work practices and services. • Participating in the evaluation of work practices and services. • Participating in the accreditation process as relevant to the position. • Maintaining accurate clinical documents • Providing statistical information within prescribed timeframes.
<p>Undertaking the collection, monitoring and evaluation of key performance indicators including quality assessment and standards analysis by:</p>	<ul style="list-style-type: none"> • Monitoring and evaluating intervention outcomes • Being involved in continuous quality improvement and other relevant research and evaluation activities to promote service development and quality improvement
<p>Contribute to the achievement of professional social work expertise through the maintenance of ongoing personal professional development/continuing education by:</p>	<ul style="list-style-type: none"> • Managing own professional development activities and portfolio, supporting the development of others and contributing to learning in the work area. • Promoting social work philosophy, principles, ethics and values in all aspects of professional practice. • Providing and modelling the delivery of social work recovery practice to address consumer issues. • Actively participating in professional social work supervision. • Reflecting critically on own professional practice. • Provide support, supervision and training Social Work students and graduates. • Participating as a member of the Social Work disciplinary group. • Participate in Social Work projects.

Contributing to organisational policy, planning and service development by:	<ul style="list-style-type: none">• Participating in organisational groups to address identified service gaps, and coordinate strategies to address them• Coordinating, participating in, initiating and implementing the development of programs, methodologies, projects and assignments as negotiated with the team and other appropriate senior staff• Contributing to the development and review of policies and guidelines• Coordinating and/or contributing to mental health social policy and research.
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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.
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Personal Abilities/Aptitudes/Skills (related to job description and expressed in a way which allows objective assessment)

- Ability to undertake a comprehensive biopsychosocial assessment including mental state and risk assessments of consumers presenting with high or complex needs.
 - Ability to work with people in the acute phase of mental illness and their carers and engage the consumer and significant others in transfer of care planning that emphasises consumer self-management.
 - Ability to provide consultation and professional Social Work advice.
 - Demonstrated skills in the provision of a range of therapeutic skills including counselling, individual and group work, relationship and family therapy, and brief therapy.
 - Demonstrated strong skills in individualised care planning and coordinating comprehensive service provision with people who have high or complex needs.
 - Ability to work with a high level of autonomy and exercise professional judgement in decision making and clinical practice.
 - Ability to act in an ethically appropriate manner.
 - Ability to interpret legislation, regulations and other guidelines relevant to Social Work and Mental Health.
 - Ability to effectively and efficiently manage time and other resources.
 - Ability to plan and provide culturally and linguistically appropriate services to consumers, family and/or carers.
 - Ability to effectively communicate in written and verbal form, with individuals and groups.
 - Skills in negotiation and conflict resolution.
 - Commitment to engage in supervision and ongoing professional development.
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Knowledge

- Sound knowledge of the AASW Code of Ethics, Practice Standards for Mental Health Social Workers and supervision standards.
 - Sound knowledge of a range of social work theories and techniques which may include strength-based interventions, counselling, crisis intervention, family therapy, group work and community interventions.
 - Sound and specialised knowledge of recovery practice.
 - Knowledge of relevant legislation pertaining to social work, mental health, work health and safety and EEO.
 - An extensive knowledge of community services and agencies.
 - Knowledge and understanding of the National and State Mental Health Plans and strategic directions.
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Experience (including community experience)

- Sound experience working with people with mental illness, their families and carers.
- Experience in collaborative development, implementation and monitoring of planned interventions for consumers with high or complex needs.
- Extensive experience in accessing and negotiating with community services.
- Successful participation in a multidisciplinary team environment whilst maintaining a clear social work role and identity.
- Experience in computing, including email and word processing.

DESIRABLE CHARACTERISTICS

Educational/Vocational

- Relevant undergraduate or postgraduate qualifications (other than base grade qualification) specific to clinical practice in own discipline
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Personal Abilities/Aptitude/Skills/Experience

- Evidence of advanced skills in a specialised area of mental health care.
 - Ability to provide professional social work supervision.
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Knowledge

- 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.
 - Understanding of quality management principles and procedures.
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Experience

- Experience in an Acute Inpatient Mental Health Team
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Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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 Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc. and SA Ambulance Service Inc.

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 Strategic 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.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Mental Health Clinical Program:

The CALHN Mental Health Clinical Program (MHCP) provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Services and at a range of community sites. Services are available for people from 16 years.

The MHCP partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health, administration and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values

People first

Behaviours

- I am there for my patients and colleagues when they need me most.
- I put myself in my patients and colleagues' shoes to understand their needs.
- I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience.
- I respect uniqueness in my colleagues, our patients and their families.

Ideas driven

- I look and listen to ensure I fully understand the problem and find a solution.
- I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems.
- I invest in my own learning and look for opportunities to explore and introduce new ideas.
- I am interested in critical research and how it informs creative thinking.

Future focussed

- I embrace leading practices and use them to evolve our ways of working.
- I lead and support change to improve patient and organisational outcomes.
- I am constantly on the look-out for opportunities to improve.

Community minded

- I put my hand up to lead work that matters.
- I am accountable and focused on value.
- I value and champion diversity.
- I embrace collaboration and constructive partnerships.

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 CALHN as described within this document.

Name:

Signature:

Date: