

Position	Social Worker
Classification	AHP1
Division	Mental Health Services
Department / Section / Unit / Ward	Various
Role reports to	Operationally: > Operational Manager Professionally: > Principal Social Worker
CHRIS 21 Position Number Various	Role Created / Review Date 31/08/2023
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> Child - Prescribed (Working with Children Check)	Immunisation Risk Category Category A (direct contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

Mental Health Social Workers provide specialist support for people impacted by a Mental Health diagnosis. It includes family and individual counselling, research, quality improvement and implementation of novel or innovative clinical practices and provides an expert consultancy service to other health services and the community.

- > 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 .
- > The Social Worker will work with people who have, or are otherwise impacted by, a Mental Health diagnosis and their informal and formal support networks and may be via phone calls, telehealth appointments, inpatient or outpatient appointments, home visits and outreach to other service sites.
- > 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)

- > Nil

Key Relationships / Interactions:

Internal:

- > The Social Worker works within a multi-disciplinary team and is accountable to their Operational Manager,
- > The Social Worker is professionally responsible to the Principal Social Worker.
- > The Social Worker maintains close collaborative working relationships with the multi-disciplinary team.
- > The Social Worker accepts direction from Consultant Psychiatrists and other relevant Consultants, in the delivery of evidence-based interventions for consumers with a mental health diagnosis .

External:

- > The Social Worker builds and maintains relationships with other health teams and services, including primary health care to ensure an integrated service delivery.
- > The Social Worker provides education and consultation to community services and supported accommodation providers to support the care of clients with a mental health diagnosis .
- > The Social Worker advocates with external services for clients to access resources required to enhance understanding of needs and wellbeing.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Working with individual where there are multiple complexities and diverse cultural backgrounds.
- > Working individually with multiple members in the same extended family
- > Recognising and responding to clinical deterioration or other incidents and escalating appropriately.
- > Working with a client base that requires comprehensive risk assessment of physical and psychiatric risk
- > Providing evidence based care and 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, spread across LHNs and multiple sites
- > Working with external services such as the National Disability Insurance Scheme (NDIS), community services and not for profit agencies.

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.

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 driver's licence and be willing to drive.
- > Is required to travel between locations and work within a consumer's own environment.
- > Some out of hours work may be required.

Key Result Areas	Major Responsibilities
Direct/indirect patient/client care	<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. > Undertaking a clinical case load which may involve providing individual support and psychological intervention such as individual counselling, family interventions, crisis intervention, brief therapy and focused psychological strategies. > Undertaking assessments and planning positive outcome-focused therapeutic interventions with each client within a case load. > Offering specialist, evidence-based, group, or individual programs according to own knowledge base and individual skill, as determined by service/team requirements. > Evaluating the progress made with each client. > Requesting the assistance of other disciplines when necessary, to contribute to the client's care plan. > Planning, developing and implementing interventions that focus on enhancing the client's capacity to self-manage their illness in collaboration with clients, their families or carers and other key stakeholders. > Working assertively with families and carers by ensuring that family and carer input is recognised and their needs addressed and offering opportunities to be involved in program planning. > Considering social and cultural diversities to ensure access to and utilisation of culturally specific services. > 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.
Provide continuity of care and support for the client through mental health and wider health and social systems by:	<ul style="list-style-type: none"> > Providing services to clients which promote and facilitate the use of supports available at the local community level and which take into account social and cultural diversities. > Linking and co-ordinating an appropriate range of resources and specialist and general services within and across LHNs. > Advocating and negotiating on behalf of the client with relevant groups/organisations. > Communicating with other mental health professionals when clients move across the LHN/Sector boundaries.
Participate in community development and educational activities by:	<ul style="list-style-type: none"> > Responding to requests to provide mental health specific consultation/information/education. > Initiating educational activities within the local community which raise awareness of the needs, treatment and other issues associated with mental health . > 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 diagnosis and ensure best outcomes for clients
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"> > 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. > Contributing to the service development through discipline specific, multi-disciplinary and trans-professional research and evaluation as required.

	<ul style="list-style-type: none"> > Providing feedback to management to contribute to improvements in the client journey including assisting the identification of new service models in response to agency directions.
Promote cooperation, teamwork and consumer involvement by:	<ul style="list-style-type: none"> > Delivering non-discriminatory treatment and support that is sensitive to the social and cultural values of the client, the client's family, carers and the community. > Contributing to the formulation and attainment of team goals and objectives. > Developing and maintaining collaborative relationships within the multidisciplinary team to ensure the delivery of effective care. > Participating in communication forums with staff, clients, their families and carers. > Being aware of own communication style and behaviours and modifying these to achieve positive outcomes and relationships; > Providing honest and sensitive feedback, whilst being receptive to and encouraging constructive critical feedback.
Contributes to the achievement of professional expertise through the maintenance of ongoing personal professional development/continuing education by:	<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. > Actively engaging in clinical supervision. > Promoting the SALHN philosophy, principle, ethics and values in all aspects of professional practice. > Provide support, supervision and training of students and graduates, where appropriate.
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.

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

- > Assessment skills (including risk) to inform a psychological case conceptualisation and treatment planning.
- > Ability to implement and evaluate psychological interventions
- > Must be highly motivated and have the ability to engage with clients who have extremely high service needs.
- > Ability to work collaboratively with clients, carers, other agencies and community services.
- > Ability to co-ordinate comprehensive service provision for clients who require early intervention and/or have enduring and severe disability and complex needs.
- > Ability to work cohesively within a multi-disciplinary team.
- > Possess core social work skills including psychosocial assessment, counselling, strengths-based practice, relationship and family therapy, crisis intervention and brief therapy.
- > With experience, ability to work without direct supervision and exercise professional judgement in decision-making
- > Ability to provide psychological consultancy within the team and regional programs.
- > Ability to critically evaluate own work and work collaboratively with supervisors.
- > Where applicable, the ability to facilitate groups in a therapeutic setting, and effectively manage complex group dynamics.
- > Effective written and verbal communication skills and ability to express complex ideas succinctly and logically.
- > Ability to effectively and efficiently manage time and other resources.
- > Ability to evaluate social work outcomes
- > Ability to act in an ethically appropriate and professional manner
- > 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 in the development and maintenance of therapeutic working relationships with mental health consumers and their carers.
- > Experience in collaborative care planning, implementation and monitoring of interventions, and evaluating outcomes for clients with complex psychosocial needs.
- > Experience in computing, including email and word processing.
- > Successful participation in a multidisciplinary team environment.
- > Clinical experience within a health setting.
- > 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.
- > Understanding of the psychosocial impact of a mental health diagnosis on the individual and their family members

- > Knowledge relating to the assessment and therapeutic treatment of clients with a mental health diagnosis and those at risk
- > A general knowledge of the comprehensive individualised needs of clients within the community setting and how to access the support services people impacted by a mental health diagnosis may need
- > Understanding of current theoretical concepts and research strategies within the science of social work and their application to mental health issues and problems.
- > A general knowledge of the comprehensive individualised needs of clients within the community setting.
- > A general knowledge of current psychiatric diagnostic and classification assessment tools.
- > A general knowledge of relevant Acts and legislation pertaining to the Social Work Profession.
- > A general knowledge of the South Australian Mental Health Act and the Guardianship and Administration Act.

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)

Personal Abilities/Aptitudes/Skills

- > Contracting and negotiation skills in collaborative planning, implementation and evaluation.
- > Skills in comprehensive program planning including community service co-ordination for social support. Comprehensive assessment skills including those of mental state assessment, identification of client strengths and needs, risk assessment/risk management and appropriate use of assessment tools.
- > Evidence of advanced skills in a specialised area of mental health care.
- > Ability to undertake a biopsychosocial assessment, including mental state examination and risk assessment.
- > Ability to plan and provide culturally and linguistically appropriate services to consumers, family and/or carers.
- > Ability to work from a recovery framework with consumers, family and/or carers.

Experience

- > Proven experience in basic computing skills, including email and word processing.
- >
- > Experience in facilitating evidence-based group programs.
- > Successful participation in a community-based multidisciplinary team.
- > Extensive experience in working with children, young people and adults who have a mental illness and their families and/or carers.
- > Experience in accessing, liaising with, monitoring and evaluating community resources and community projects

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Knowledge of the Practice Standards for Mental Health Social Workers
- > Knowledge of Family Based Therapy, Cognitive Behavioural Therapy and Motivational Interviewing.
- > Familiarity with aspects of medication management including knowledge of relevant medications, indications, common dosages, side-effects, special precautions, and drugs of abuse.
- > Knowledge of community resources, formal and informal, relevant to mental health.
- > Familiarity with current psychiatric diagnostic and classification system and assessment tools.

Educational/Vocational Qualifications

- > Relevant additional undergraduate or postgraduate qualifications specific to mental health, human services, clinical care or leadership.

Other Details

- > Require a current driver's licence

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](#)



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.

Role Acceptance

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

Name

Signature

Date