

Role Description

Role Title:	Social Work Assistant
Role Level:	OO3
Level of Accountability:	Team Member
Mater Ministry:	Mater Health
Service Stream/Department:	Social Work and Psychology
Manager Role Title:	Team Leader Social Work – Mothers Team
Date Created/Reviewed:	13/09/23

Role Context

The Social Work and Psychology department at Mater Health provides a broad range of public and private acute health services with adults, women's health, neonatology, children and adolescent services. The Mater Mothers Social Work team provides specialist services to inpatients and outpatients in the areas of Mother's, Babies and Women. The team encompasses approx. 8 FTE of Social Workers and 1.8 Social Work Assistants.

Role Purpose

As a member of the Mater Mothers Social Work team, you will undertake a defined range of clinical and support tasks under the delegation of the clinical team, to contribute to patient care.

Behavioural Standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

Accountabilities

In this role	
Role requirements	Is clear on the behaviour, tasks and accountabilities that are associated with the role, fulfils mandatory and professional competency requirements, contributes to own performance development planning, proactively seeks feedback, carries out individual development plan and actively contributes to own team/s
As a Mater person	
Safety	Every decision and every action taken has safety as its guiding principle.
Experience	Consistently seeks to meet or exceed each and every person's service expectations, each and every time through the provision of differentiated customer service.
Quality	Consistently seeks to continuously improve the quality of our service, through contributing to delivering evidence based low variability healthcare
Efficiency	Seeks opportunities to deliver services for more people within existing resources, which means being innovative and focussed, and demonstrating strong stewardship of our finite resources.

Future viability	Consistently seeks to improve, innovate and evolve, through looking for new trends and opportunities which will ensure Mater can meet the challenges of the future by making sensible decisions today.
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Role Specific Expectations

Function	Key Accountabilities
Clinical Practice and Scope	<ul style="list-style-type: none"> Working within agreed care plans, manage a caseload of delegated patients and provide a defined range of clinical screening assessments and treatments as prescribed and delegated by an allied health practitioner Document in patient records and provide feedback to delegating allied health practitioner on session outcomes and changes to patient status Patient care may also include: facilitating patient programs and group treatment sessions, providing education to patients on a defined range of topics, ordering and providing equipment for patients, assisting clinicians with clinical documentation preparation, assisting patients with applications to access government and community support and assisting with personal care, manual handling and transport of patients
Leading and Managing Work Productivity	<ul style="list-style-type: none"> Recognise when input is required from the delegating allied health practitioner and act to obtain their involvement Provide supervision, training and support to allied health assistant students and volunteers in the delivery of clinical services
Developing and Delivering Our Service	<ul style="list-style-type: none"> Set up and maintain [equipment and resources], ensuring they are safe and available for individual and group programs Support patients and allied health practitioners with telehealth set up and troubleshooting Develop and maintain clinical resources and patient education materials Stocktake and order clinical equipment, supplies and consumables
Integrating Quality Improvement and Research	<ul style="list-style-type: none"> Identify and contribute to the development and implementation of quality/service improvement activities to improve clinical services and patient outcomes
Communicating and Engaging with Others	<ul style="list-style-type: none"> Actively participate in professional and multidisciplinary teams and liaise with patients, their families/carers and external agencies to provide patient centred care
Developing Ourselves and Others	<ul style="list-style-type: none"> Actively participate in training and development activities to further develop clinical knowledge and skills.

Qualifications and Experience

Desirable Qualifications

- Certificate IV or Certificate III in Allied Health Assistance or Community Services

Skills, Knowledge and Experience

- Demonstrated experience in a similar role with clinical practice in allied health
- Proven ability to work autonomously under a defined scope of delegated practice, in a complex and demanding work environment
- Effective communicator who works collaboratively with professional and multi-disciplinary teams, patients and carers to achieve optimal outcomes
- Proven organisation, prioritising and resourceful problem solving skills
- Sound computer and digital literacy skills
- Experience working in either a hospital, sub acute, disability or community health setting would be highly regarded