



## POSITION DESCRIPTION

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<b>Position Title:</b>	Senior Social Worker – Level 3
<b>Department:</b>	Social Work
<b>Location:</b>	War Memorial Hospital
<b>Uniting Purpose:</b>	To inspire people, enliven communities & confront injustice
<b>Uniting Values:</b>	Imaginative, respectful, compassionate, bold

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<b>Classification:</b>	Social Worker – Level 3
<b>Vaccination risk category:</b>	A
<b>Award:</b>	Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
<b>Employment status:</b>	Permanent
<b>Hours:</b>	Permanent Part time - 24 hours per week

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<b>Position reports to:</b>	Social Work Manager
<b>Position Supervises:</b>	Social Workers level 1-2, Social Work students as required
<b>Key relationships:</b>	Clients and their families and/or carers, the multi-disciplinary team, colleagues within the social work department, service providers, supervisors

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## POSITION PURPOSE

Plan, coordinate and deliver high quality patient-centred Social Work care to patients of War Memorial Hospital (WMH), consistent with Australian Association of Social Workers (AASW), Uniting, NSW Health and South Eastern Sydney Local Health District (SESLHD) policies, procedures and standards. The incumbent will provide in-depth clinical expertise and extensive specialised knowledge within Social Work for older people in the community.

This senior position sits within the WMH Social Work Department and works across the suite of outpatient, community (Geriatric Flying Squad) and inpatient services as determined by the Social Work Manager.

**War Memorial Hospital**  
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Waverley NSW 2024  
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F 02 9387 7018

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## POSITION OBJECTIVES

- Provide comprehensive psychosocial assessment and case management to patients in the outpatient, community (Geriatric Flying Squad) and inpatient settings.
  - Provide high quality Social Work intervention (both individual and group), to provide continuity of care and safe discharge for patients.
  - Provide high quality, person-centred care to patients and their families/carers.
  - Engage in leadership activities and proactively identify and work towards quality improvement activities in the Social Work Department.
  - Plan and coordinate appropriate services to enable timely intervention, referral and discharge in conjunction with the multidisciplinary team
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## KEY RESPONSIBILITIES

### Financial management & awareness:

- Work within budgetary guidelines for the department
- Recognise impact of patients' financial situation on their access to services and facilities
- Understanding of the financial impacts of key performance indicators including length of stay (LOS), FIM change and data collection and where social work can contribute to these

### Operational processes:

- Assess, plan, organise, deliver, evaluate and report on the provision of high quality and client focused social work services in accordance with AASW, Uniting, NSW Health and SESLHD policies and clinical practices, to achieve patient/client health outcomes within specified timeframes
- Demonstrate advanced social work reasoning skills that enhance the service's ability to manage more complex patients/clients within the clinical specialty and exercise independent professional judgement in solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaptation or modification
- Apply professional knowledge and judgement when performing novel, complex or critical tasks specific to social work and plan and prioritise own and team work requirements to effectively meet defined patient/client care objectives within agreed timeframes
- Document all aspects of patient care, including education, progress notes and referrals in compliance with NSW Health and SESLHD documentation standards and procedures to ensure continuity of safe and effective patient care
- Plan and prioritise own work requirements effectively to meet defined patient/client care objectives within agreed timeframes
- Demonstrate flexibility and the ability to work effectively within a changing healthcare environment
- Demonstrates awareness of parameters of working within a budget and working within agreed resources.
- Maintain up to date knowledge and skills, and practice within the risk management, safety, and quality frameworks as applicable to Uniting and SESLHD, to ensure the health and safety of staff, patients and visitors
- Identify opportunities for improvement in clinical practice and develop and lead ongoing quality improvement activities with other staff and contribute to the development of policies, procedures, standards and practices in order to continuously improve the level of service provided to patients/clients
- Initiate, participate in and comply with all quality management systems and processes inclusive of service evaluation and accreditation

- Maintain responsibility for personal and professional development by participating in evidence based practice activities, training/education, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients

#### **Client management & engagement (internal & external stakeholders):**

- Communicate effectively in a culturally sensitive manner with patients/clients, families, and other health care professionals to plan intervention strategies to ensure patient needs are identified and provide clinical services to client groups and circumstances of a complex nature requiring advanced practice skills and clearly articulate these to others in the team
- Demonstrate a commitment to assuring high standards and strive for a client centered service
- Plan and deliver social work education to patients, their families, and other health care professionals
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.

#### **People management & teamwork:**

- Provide in-depth social work advice and support to health care professionals within the multi-disciplinary team and act in a consultative role within the specialty area, in order to establish co-ordinated and continuity of care to patients/clients
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
- Create and maintain effective working relationships with other social workers as well the multi-disciplinary team
- Plan, deliver and evaluate high quality social work education to patients, their families, and other health care professional. Teach and supervise students on clinical placement and work experience as required. Provide clinical supervision and support to Level 1 and 2 health professionals, technical and support staff.
- Provide supervision and/or support to students on clinical placement and work experience as required
- Demonstrate self-awareness of own strengths and areas for development
- Actively engage and participate in the organisation's clinical supervision and performance management framework and review processes

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### **KEY PERFORMANCE INDICATORS**

#### **Financial management & awareness:**

- Work within budgetary guidelines for the department – no individual budgetary responsibilities
- Recognize impact of patients' financial situation on their access to services and facilities
- Recognize impacts in clinical variation including LOS and work with team to proactively address issues

#### **Operational processes:**

- Evidence of training in relation to clinical service provision, policies and procedures
- Clinical assessment, programs and intervention strategies are implemented and conducted to facilitate client participation.
- Participation in clinical care meetings, case conference and multidisciplinary meetings as required.
- All clinical events are documented in accordance with SESLHD, WMH & Uniting documentation standards
- Development and review of education resources and other educational materials suitable for staff/clients

- Evidence of participation in in-services, staff education and research activities
- Evidence of Quality Improvement outcomes and leading and contributing to quality improvement initiatives
- Evidence of activity data collation and reporting as per activity based funding requirements
- Additional key performance measures as agreed to demonstrate effective performance and operating efficiency in specific areas

#### **Client management & engagement (internal & external stakeholders):**

- Display awareness and appreciation of the clients and the ability to empathise with and treat others with dignity and respect
- Display effective communication and interpersonal skills
- Evidence of advocacy for clients and carers with other service providers
- Information from client and carer stories are utilised
- Contribute to effective team dynamics and client and stakeholder relationships utilising high level communication and negotiation skills
- Provide general clinical advice to members of the multidisciplinary team, service managers and other stakeholders regarding service delivery and clinical service development

#### **People management & teamwork:**

- Evidence that positive outcomes are shared and celebrated
- Evidence of engagement with MDT to critically reflect on and explore potential to improve practice
- Evidence of regular communication with staff and attendance at relevant meetings
- Staff engagement outcomes as measured by annual survey
- 100% up to date professional development plans and performance reviews
- Formally identified clinical supervisor for professional development

#### **Work Health Safety and Welfare Requirements:**

All staff are required to assist in creating and maintaining a safe and healthy work environment by working in a safe and healthy manner taking all reasonable care for self and others, adhering to instructions, policies, procedures and training related to work health, safety and wellbeing and using the equipment provided in accordance with safe operating procedures.

Where appropriate staff will initiate and participate in worksite inspections, identify safety hazards, risks, concerns or incidents through accident reporting and investigations within required timeframes, develop safe work procedures and provide appropriate information, instruction, training and supervision

- Incident rates monitored related to policy and procedure requirements or breaches
- Evidence of training in relation to clinical service provision and policies and procedures
- 100% compliance with mandatory training requirements
- Incident and complaint response and turnaround times are within requirements
- Escalation of issues identified in relation to resources and unit performance
- Evidence that complaint causes are used to remodel service delivery
- Evidence of Quality Improvement outcomes
- Risk assessments are undertaken and documented
- Reporting of incidents related to WHS, infection control and sterilisation issues
- Monitoring of locally agreed Key Performance indicators

## PROFESSIONAL SKILLS AND KNOWLEDGE

### Skills & Experience:

- Minimum of 3 years social work experience with older people and understanding of the individual and societal issues associated with ageing
- Excellent negotiation, decision-making and advocacy skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders, throughout all organisational levels
- Demonstrated high level written and verbal communication, and interpersonal skills, and the ability to proactively engage with patients to enhance service delivery
- Ability to work as part of a multi-disciplinary team and to apply advanced reasoning skills and independent professional judgement when dealing with situations of a novel, complex or critical nature
- Ability to provide in-depth advice and education to enhance service delivery and to guide and support others in providing service excellence, with the capacity to provide clinical supervision to others.
- Demonstrated ability and commitment to initiate and lead quality and service improvement initiatives with other staff and a commitment to ongoing clinical and professional learning.

### Qualifications:

- Qualifications in accordance with the WMH Health Professionals Agreement, and eligibility for registration with the Australian Association of Social Workers
- Current NSW Drivers' licence Class C

<b>Employee</b>		<b>Managers Name:</b>	
<b>Name:</b>		<b>Title</b>	
<b>Date:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Signature:</b>	

## JOB DEMANDS CHECKLIST

Job Title: Senior Social Worker      Service/Unit: War Memorial Hospital  
 Department: Social Work      Manager / Supervisor: Social Work Manager  
 Assessor: Fabiola Rafael      Date of Assessment: January 2022  
 Date of Assessment review: January 2023

### Definitions:

★ Denotes a critical requirement of the job

### Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sitting</b> Remaining in a seated position to perform tasks			x			
	<b>Standing</b> Remaining standing without moving about to perform tasks		x				
	<b>Walking</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes			x			
	<b>Running</b> Floor type: even/uneven/slippery, indoors/outdoors, slopes						x
	<b>Bend/ Lean Forward from Waist</b> Forward bending from the waist to perform tasks	x					
	<b>Trunk Twisting</b> Turning from the waist while sitting or standing to perform tasks	x					
	<b>Kneeling</b> Remaining in a kneeling posture to perform tasks						x
	<b>Squatting/ Crouching</b> Adopting a squatting or crouching posture to perform tasks						x
	<b>Crawling</b> Moving by crawling on knees & hands to perform tasks						x
	<b>Leg/ Foot Movement</b> Use of leg and or foot to operate machinery	x					
	<b>Climbing (stairs/ladders)</b> Ascend/ descend stairs, ladders, steps, scaffolding	x					
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg					
		Moderate lifting & carrying – 10 – 15kg					
		Heavy lifting & carrying – 16kg and above					
	<b>Reaching</b> Arms fully extended forward or raised above shoulder	x					
	<b>Pushing/ Pulling/ Restraining</b> Using force to hold/restrain or move objects toward or away from body	x					
	<b>Head/ Neck Postures</b> Holding head in a position other than neutral (facing forward)	x					
	<b>Hand &amp; Arm Movements</b> Repetitive movements of hands & arms			x			
	<b>Grasping/ Fine Manipulation</b> Gripping, holding, clasping with fingers or hands	x					
	<b>Work at Heights</b> Using ladders, footstools, scaffolding, or other objects to perform work						x
	<b>Driving</b> Operating any motor powered vehicle			x			
CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Sight</b> Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen			x			
	<b>Hearing</b> Use of hearing is an integral part of work performance e.g. telephone enquiries			x			
	<b>Smell</b> Use of smell is an integral part of work performance e.g. working with chemicals						x
	<b>Taste</b> Use of taste is an integral part of work performance e.g. food preparation						x
	<b>Touch</b> Use of touch is an integral part of work performance	x					
		FREQUENCY					

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	I	O	F	C	R	N/A
	<b>Distressed people</b> e.g. emergency or grief situations		x				
	<b>Aggressive &amp; uncooperative people</b> e.g. drug/alcohol, dementia, mental illness		x				
	<b>Unpredictable people</b> e.g. dementia, mental illness and head injuries		x				
	<b>Restraining</b> Involvement in physical containment of patients/clients						x
	<b>Exposure to distressing situations</b> e.g. child abuse, viewing dead/mutilated bodies	x					
CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	x					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						x
	<b>Fumes</b> Exposure to noxious or toxic fumes						x
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						x
	<b>Hazardous substances</b> e.g. dry chemicals, glues						x
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard	x					
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain	x					
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight	x					
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C	x					
	<b>Confined spaces</b> Areas where only one egress (escape route) exists	x					
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	x					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	x					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						x
	<b>Biological hazards</b> e.g. exposure to body fluids, bacteria, infectious diseases	x					

**Additional Position Requirements/Demands Summary:** From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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**Signature of Manager:** ..... **Date:** ...../...../20.....

☐ I am able to fulfil the above requirements without modification.

☐ I am unable to fulfil the above job requirements and need the following modifications:

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**Signature of Employee:** ..... **Date:** ...../...../20....