

Position	Social Worker
Classification	AHP2
Division	Allied Health, Integrated Care and Aboriginal Health Services
Department / Section / Unit / Ward	Ambulatory Allied Health Service
Role reports to	Operationally: > Ambulatory Allied Health Team Manager Professionally: > Manager of Social Work, Acute Care Services via a nominated Social Worker
CHRIS 21 Position Number M56550	Role Created / Review Date 16/07/2021
Criminal History Clearance Requirements <input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child - Prescribed (Working with Children Check) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

As a member of a multidisciplinary team the Social Worker is accountable for delivering culturally appropriate, equitable, comprehensive, high quality and contemporary integrated care focused social work services for patients in the Ambulatory Allied Health Service.

The role will support hospital admission avoidance and early supported discharge for SALHN hospitals whilst also providing discipline specific support to SALHN Chronic Disease Pathways (Weight Management, Respiratory Services and Diabetes Services). Further post-acute integrated and ambulatory models may also be developed at a later stage.

The Social Worker will work in collaboration with patients, other disciplines and relevant government or non-government organisations across services and sectors. The successful applicant will use professional judgement to plan, develop, deliver and evaluate Social work services related to the services priority areas.

The position contributes to the ongoing continuous improvement and development of quality services to patients through the delivery of support, advice, guidance and education to other health professionals and students, and through contributing to planning, policy development and service review processes.

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

- > Nil specified

Key Relationships / Interactions:

Internal:

- > Reports to the Ambulatory Allied Health Service for the delivery of expected activity and team and organisational requirements.
Reports to the Ambulatory Allied Health Service Team Manager for clinical matters and support including agreed outputs and outcomes, related to the Ambulatory Allied Health Service.

- > Maintains a professional reporting relationship for social work practice and standards with nominated Senior Social Worker.

External:

- > As a member of the multidisciplinary team, maintains cooperative and productive working relationships with all members of the health care team, students and other relevant government or non-government organisations across services and sectors.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Keeping professionally up to date with relevant research, technological advances and models of care.
- > Working appropriately and in a culturally respectful way with patients and their families where there are multiple complexities, diverse cultural backgrounds and expectations of clients.
- > Accepting responsibility for the maintenance of own knowledge and professional competence and contemporary practices.
- > Working collaboratively within the multidisciplinary team, across organisational teams and other providers across sectors and services, addressing presenting challenges and promotes communication processes to enable effective patient flow and best patient/client outcomes.

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’s Protection Act 1993 (Cth)* – ‘Notification of Abuse or Neglect’.
- > *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.
- > Role Descriptions are reviewed regularly as part of the ongoing Performance Review and Development process.
- > May be required to work within other locations of the Southern Adelaide LHN.
- > Some out of hours work may be required.
- > Must have an unencumbered current driver's licence and be willing and able to drive.

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.
Deliver culturally appropriate, equitable, comprehensive, high quality and contemporary integrated care focused Social Work services by:	<ul style="list-style-type: none"> > Providing social work intervention and management plans for patients with a broad range of complex and chronic health needs. > Making complex clinical decisions, utilising and evaluating psychosocial, therapeutic, advocacy and other appropriate methodologies enabling patient, family/carer self-management strategies. > Planning and coordinating services including those involving other disciplines or agencies as required to meet individual health care needs > Appropriately documenting assessments, interventions and patient management plans. > Attending and actively participating in clinical meetings (eg Discharge Planning meetings, Case Conferences, team meetings etc) as required > Effectively managing clinical caseload. > Ensuring appropriate clinical handover for patients being transferred to the care of other professionals. > Working within an interdisciplinary team based model of care, liaising with other Health Professionals to ensure patient assessment and treatment is coordinated and appropriate. > Encouraging the active participation of patients and their families/ carers in their assessment, treatment, and discharge planning. > Establishing and developing internal and external networks of service providers in order to deliver the best possible patient resources and pathways and to act as a consultant in the area of community based Social Work services.
Contribute to the continual quality improvement of the Ambulatory Allied Health Service particularly in the areas of Social work by:	<ul style="list-style-type: none"> > Contributing to the strategic planning for Social Work services across relevant work areas, incorporating regular evaluation of services and reporting on quality improvement activities. > Working with team members and stakeholders to contribute to the development of service delivery models that improve patient/client pathways with integrated health service delivery. > Contributing to reviewing and updating relevant procedures, guidelines and resources to ensure they reflect best practice. > Working with the leadership team to monitor workloads and clinical outcomes, effectively managing own individual performance against agreed objectives and in accordance with the appropriate standards of practice. > Commitment to achieving and complying with National Safety & Quality Health Service Standards.
Contributing to the achievement of evidence based best practice by:	<ul style="list-style-type: none"> > Contributing to the analysis and interpretation of outcomes against agreed key performance objectives. > Maintaining and analysing data and reports to ensure compliance with relevant agency and government standards and reporting requirements > Working collaboratively within a multidisciplinary team, including contributing professional social work expertise. > Contributing to the provision of professional learning by delivering in-house education, mentoring and support to other clinical staff as required > Undertaking research or quality activities relevant to area of work.
Working in conjunction with the leadership to contribute to the effective learning, support and professional leadership within the work area by:	<ul style="list-style-type: none"> > Supporting staff and students allocated to the work area to ensure high quality and timely service delivery, and to assist them to prioritise their clinical responsibilities and workload.
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.

	<ul style="list-style-type: none">> 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.
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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 ability to:

- > Utilise high level communication skills to effectively work with, and resolve issues and conflict with, people with diverse value systems, cultural differences and special needs, including patients/clients, multi-disciplinary health professionals, other organisations and providers, and the community.
- > Undertake a range of social work interventions including psychosocial assessment, advocacy, therapeutic support and case management/care coordination including referral to other disciplines and agencies.
- > Organise workloads, under limited direction in a high-demand multifaceted environment and as part of a multi-disciplinary team.
- > Critically and reflectively evaluate own work and maintain own professional development to meet requirements.
- > Demonstrate innovation and contribute to quality improvement activities.
- > Be flexible, adaptive and responsive to change, aligning with key organisational priorities and particularly in an environment with competing demands and changing service partners.
- > Develop rapport and engage with people with the aim of increasing client potential for self-management.
- > Apply a high level of professional accountability, integrity, ethical standards and decision making, and to be self-aware and positive when faced with difficult clinical and interpersonal situations.
- > Use professional judgement in clinical decision making, which contributes to the development of new and innovative service models to respond to the changing needs of the health system and the community.
- > Demonstrated computing skills, including email, word processing and use of client databases.
- > 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

- > Demonstrated experience in the delivery of relevant models and practices within a community based and/or Integrated Care framework.
- > Proven experience in delivering high quality and safe care consistent with the National Safety and Quality Health Care Service Standards.

Knowledge

- > Understanding of hospital avoidance and early discharge strategies including acute hospital substitution.
- > Knowledge and understanding of chronic disease and chronic disease management.
- > 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.

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

Personal Abilities/Aptitudes/Skills

- > Community based and/or integrated care research and evaluation skills.

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Two or more years of professional experience working as a Social Worker in an Acute, community based and/or ambulatory and/or Integrated Care setting with a focus on hospital admission avoidance and early supported discharge.
- > Experience in identifying, engaging and coordinating appropriate services that address all aspects of patients' health and well-being.
- > Demonstrated ability to implement changes in practice to support evidence based Social Work.
- > Previous experience working with Aboriginal people; people from other culturally and linguistically diverse backgrounds; people with mental illness, disabilities or other vulnerable groups.
- > Demonstrated experience in providing support and direction to less experienced staff.

Knowledge

- > Awareness of the Charter of Health and Community Services rights.
- > Clinical knowledge in the social work management of patients with chronic disease and complexity.
- > Knowledge of local service providers and their potential for contributing to the holistic and integrated delivery of services, which supports ongoing patient/client health and well-being.
- > Awareness of the principles, philosophy and practice of an Integrated Care Service, particularly within the context of the needs of various populations in the southern regions of Adelaide.

Educational/Vocational Qualifications

- > Relevant post-graduate qualifications or experience.

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](#)



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 Ambulatory Allied Health Service and organisational context and the values of SA Health as described within this document.

Name

Signature

Date