

Position	Senior Social Worker
Classification	AHP3
Division	Rehabilitation, Aged Care and Palliative Care (DivRAP)
Department / Section / Unit / Ward	Geriatric Care
Role reports to	Operationally: > Advanced Nurse Unit Manager – CARE Service Professionally: > Director, Social Work (DivRAP)
CHRIS 21 Position Number	Role Created: SALHN2023/24-XXXX
Criminal History Clearance Requirements <input checked="" type="checkbox"/> National Police Check (NPC) <input checked="" type="checkbox"/> Aged Care Check	Immunisation Risk Category Category B (indirect contact with blood or body substances)

JOB SPECIFICATION

Primary Objective(s) of role:

The Senior Social Worker works as a member of an interdisciplinary team in the designated service and is responsible for the coordination and provision of leadership in the designated service. Responsible for a caseload involving more complex assessments, provide clinical support to members of the team, and contribute clinical expertise to achieve optimal patient/client/service outcomes.

This role will work as part of the Complex And Restorative Team (CARE) and hence works across the service streams including the Residential Aged Care Facility (RACF) In reach Service which consists of a multidisciplinary team including geriatricians and palliative care physicians who deliver care to patients within the residential aged care facility.

The incumbent will provide service/peer leadership in line with the Division RAP purpose and impact; promoting the values within the Divisional Way for every patient, family and colleague encounter:

- > **Our Impact** - 'We deliver a reliable health system. Patients and families are better prepared to live their lives.'
- > **Our Divisional Way** - Respectful, Communicative, Supportive, Compassionate.
- > **Our Purpose** - 'Optimising quality of life in Rehabilitation, Aged Care and Palliative Care Service.'

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

Key Relationships / Interactions:

Internal:

- > Operationally reports to the Operational Lead for service delivery and specific issues.
- > Professionally reports to appropriate Discipline Head for discipline specific issues and professional standards.
- > Works collaboratively with staff (including less experienced staff) and all members of the health care team.
- > Contributes to the day to day operations of the unit.

External:

- > Patients/carers/families.
- > Relevant government and non-government organisations as required to meet the needs of the client group.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Discharge planning with limited resources.
- > Hospital demand.

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.

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- > 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.
- > May be required to work within other locations of the Southern Adelaide LHN.
- > Must have a current South Australian driver's licence and willingness to drive a government plated vehicle when travelling for work to various settings.
- > May be required to work off site, travel between locations and work within the client's own environment within the metropolitan region.
- > May be required to work on weekends and/or as part of a 7-day roster and extended hours. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.

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 focused social work services to patients of the designated service	<ul style="list-style-type: none"> > Providing high level evidenced-based psycho-social work assessment, diagnosis and appropriate interventions for patients with complex and chronic health issues, using well-developed therapeutic social work skills. > Working with the multi-disciplinary team, patients and their families to achieve timely, safe and effective outcomes for patients including developing discharge plans for patients with complex psycho-social factors that impact significantly on the ability to be safely discharged. > Providing expert opinion, consultancy and education services to relevant staff supporting patients with complex social work issues to maximise self-management strategies. > Ensuring documentation and auditing practices are consistent with service policy and practice. > Effectively managing clinical caseload in line with prioritisation strategies and other key performance indicators. > 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 client resources and pathways and to act as a consultant in the area of patients presenting with a range of illnesses and disabilities for which social work services applies.
Contribute to the continual improvement of the designated service, particularly in the areas of social work	<ul style="list-style-type: none"> > Significantly contributing to the strategic planning process for social work services across relevant work areas, incorporating regular evaluation of services and reporting on quality improvement activities > Working with the relevant Service Coordinator/s to monitor workloads and clinical outcomes, to ensure the provision of efficient and appropriate social work services across sites > Fostering cooperation, collaboration and coordination of service delivery with other disciplines, agencies and external service providers by participating in working parties, service reviews and representing Social Work for the designated service at a local, regional and state level and providing advice to management as required > Contributing to reviewing and updating relevant procedures, guidelines and resources to ensure they reflect best practice > Effectively managing own individual performance against agreed objectives and in accordance with the appropriate standards of practice > Actively participating in and / or co-ordinating multi-disciplinary service team projects, quality activities, research and evaluation programs within the site and / or region

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Key Result Areas and Responsibilities

	<ul style="list-style-type: none"> > Demonstrating commitment to achieving and complying with National Safety & Quality Health Service Standards
Contribute to the achievement of evidence based best practice	<ul style="list-style-type: none"> > Contributing to the analysis and interpretation of performance 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 input across streams and facilitating complex multi-disciplinary service planning, development and delivery > Undertaking research pertinent to best practice clinical service delivery and improvement of clinical standards
Contribute to the effective leadership of the designated service	<ul style="list-style-type: none"> > Contributing to the development of a culture that promotes realisation of the organisation's vision and mission > Encourages, promotes and facilitates professional development of social workers through evidence based theoretical and practical discipline specific information and education, supporting research and access to professional literature, workshops and other relevant professional development opportunities > Contributing to the provision of professional learning by delivering in-house education, mentoring, support and clinical supervision to other clinical staff and students as required > Supporting social workers and students allocated to the work area to contribute to high quality and timely service delivery, and to assist them in prioritising 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 > 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

- > Apply a high level of competence in a broad range of psycho-social work assessment, treatment methodologies and discharge planning
- > Demonstrated well developed interpersonal skills that foster trust, respect, confidence and cooperation with colleagues, patients, families, multi-disciplinary team members and, senior staff
- > 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 clients, multi-disciplinary health professionals, other organisations and providers, and the community
- > Develop a range of partnerships, networks and relationships with key stakeholders within and external to the organisation to address complex psycho-social issues and achieve desired outcome
- > Utilise advanced clinical leadership skills, including the ability to analyse and review the clinical work of social workers within an aged care social work service
- > Be flexible, adaptive and responsive to change, aligning with key organisational priorities and particularly in an environment with competing demands and changing service partners
- > 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 computer 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

- > Significant relevant clinical experience in the delivery of relevant models and practices to clients with a broad range of illnesses and disabilities relevant to an acute medical area, in particular clients with complex needs and the older person
- > Demonstrated experience in leadership within a discrete unit
- > Extensive experience in providing clinical management to complex and difficult casework.
- > Demonstrated experience in the effective development, implementation and evaluation of service development activities
- > Experience in the training of students and less experienced staff
- > 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
- > Specialised knowledge of social work concepts, particularly related to the acute medical area and the older person
- > Understanding of multidisciplinary team dynamics
- > Understanding of the Charter of Health and Community Services rights

2. DESIRABLE CHARACTERISTICS (to distinguish between applicants who meet all essential requirements)**Personal Abilities/Aptitudes/Skills**

- > A demonstrated ability to introduce new ideas/concepts and to influence change
- > Ability to transfer ideas/concepts into alternate settings
- > Proven ability to negotiate program outcomes and work toward meeting key performance outcomes
- > Research and evaluation skills within an Allied Health context.

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 aged care
- > Demonstrated ability to implement changes in practice to support evidence based social work services
- > Experience in the provision of supervision to social workers and to social work students
- > Previous experience working with older persons, Aboriginal people, people from other CALD backgrounds, with mental illness, with disabilities or other vulnerable groups

Knowledge

- > Awareness of the Charter of Health and Community Services rights
- > Knowledge and understanding of aged care management
- > Knowledge of the health and social issues in the outer southern areas of the SALHN catchment area
- > Knowledge of local service providers and their potential for contributing to the holistic and integrated delivery of services, which supports ongoing client health and well-being

Educational/Vocational Qualifications

- > Further post graduate study in social work or related field
- > Training or postgraduate qualifications in relevant clinical, supervisory or management theory or skills

Other Details

- > Nil

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](#)

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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 **Senior Social Worker (AHP3) in the Rehabilitation, Aged and Palliative Care Division** and organisational context and the values of SA Health as described within this document.

Name

Signature

Date