

Government of South Australia

A Health

ROLE DESCRIPTION

Role Title:	Social Worker (Casua	al)	
Classification Code:	AHP1	Position Number	M48106
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	Mental Health Clinical Program (MHCP)		
Division:	Eastern or Western Mental Health Service		
Department/Section / Unit/ Ward:	Various		
Role reports to:	Operationally to the local site manager Professionally to the Principal Social Worker through the Senior Social Worker		
Role Created/ Reviewed Date:	9/6/2022		
Criminal History Clearance Requirements:	 Aged (NPC) Working With Children's Check (WWCC) (DHS) Vulnerable (NPC) General Probity (NPC) 		
Immunisation Risk Category:	Category B (indire	ct contact with blood o ect contact with blood mal patient contact)	

ROLE CONTEXT

Primary Objective(s) of role:

The Central Adelaide Local Health Network (CALHN) Mental Health Clinical Program is made up of a range of multidisciplinary teams providing recovery-focussed clinical services to consumers. These teams include inpatient and sub-acute, community and rehabilitation teams in youth, adult and older persons' services.

As a mental health clinician, the Social Worker works as a part of the multi-disciplinary team and is accountable for the provision of team and discipline specific services with the aim of improving consumers' clinical outcomes. The Social Worker undertakes care coordination and is responsible for the delivery of a range of clinical activities including acute mental health and psychosocial assessments, care planning and clinical review, consistent with the Model of Care and Service Plan. The range of recovery-focused services include specialist Social Work psychosocial and family assessments and interventions, rehabilitation, emergency assessment, acute services, crisis intervention, assertive care and clinical support as required.

The Social Worker works collaboratively with consumers, families and carers with the aim of maximising wellbeing, assisting stabilisation of mental health and building capacity for selfmanagement to enable maintenance of community tenure. The Social Worker will liaise closely with a network of stakeholders concerned with the delivery of services to mental health consumers.

Direct Reports:

From the second year of practice the Social Worker may be required to provide support to Allied Health Assistants and provide professional/clinical supervision to undergraduate and post-graduate Social Work students.

Key Relationships/ Interactions:

Internal

- Operationally reports to the local site manager.
- Accountable to the Principal Social Worker through the Senior Social Worker for professional practice.
- Will engage in professional clinical supervision with a more senior Social Worker.
- Accepts direction from multidisciplinary senior staff as appropriate.
- Accepts direction from the Head of Unit in care planning when diagnostic ambiguity and conflicting clinical opinion are affecting ongoing consumer care.
- Maintains close collaborative working relationships with colleagues in the multi-disciplinary team and other health professionals.

External

Builds and maintains co-operative and productive working relationships with diverse stakeholders to ensure integrated service delivery, including: multi-disciplinary staff from external agencies, colleagues in other regions of SA Health, mental health teams and services, including primary health care, universities and relevant Professional Association/s.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Broad range of mental health clinical conditions to be assessed and treated.
- Working with people with complex and specialised needs.
- Completing Social Work individual and program responsibilities.
- Discharge planning in complex clinical situations and high-pressured work environment.
- SA Health is experiencing a time of change. The incumbent is expected to participate in change initiatives and be open to feedback.

Delegations:

Delegated Level: N/A

Staff supervised:

Direct - May be required to provide professional/clinical supervision to Student Social Workers. Indirect - Support to Allied Health Assistants.

Special Conditions:

- It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided satisfactory current Criminal and Relevant History Screenings, as required by the SA Health Criminal and Relevant History Screening Policy Directive.
- For appointment in a Prescribed Position under the Child Safety (Prohibited Persons) Act (2016), a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- For 'Prescribed Positions' under the Child Safety (Prohibited Persons) Act (2016), the individual's WWCCs must be renewed every 5 years from the date of issue; and for

Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).

- Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- 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 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.
- This position works 75 hours per fortnight over a 5, 6 or 7 day roster according to contract conditions.
- Hours of duty will be in accordance with provisions of the SA Public Sector Enterprise Agreement: Salaried 2021.
- Required to comply with and meet SA Health's credentialing requirements including participating in supervision and continuing professional development.
- Must seek supervision and undertake professional development activities to meet the standards of the Australian Association of Social Workers.
- Some out of hours work may be required.
- Must have a current and unencumbered driver's licence and be willing to drive a government plated car.
- Will be required to travel between locations and work within community settings and within the consumer's own environment within the metropolitan region.
- May be required to undertake a health assessment prior to commencement.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- 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 by 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) 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Independent Commissioner Against Corruption Act 2012 (SA).
- Information Privacy Principles Instruction.
- 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.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to both CALHN and the broader SA Health values and strategic directions.

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.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Commitment:

CALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, CALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at centraladelaide.health.sa.gov.au.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Integrity Statement:

As a public sector employee, the incumbent will have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that the incumbent act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

Key Result Area and Responsibilities

Key Result Areas
Contribute to the provision of high quality clinical services to consumers by:

Working assertively with families and carers by:	 Ensuring that family and carer input is recognised and their needs addressed. Offering opportunities to be involved in program planning where appropriate. Recognising and planning for the needs of children who have a parent with a mental illness and participating with child and adolescent services and the Dept for Child Protection as appropriate.
Provide continuity of care and support for the consumer through mental health and wider health and social systems by:	 Providing services to consumers which promote and facilitate the use of supports available at the local community level and which take into account social and cultural diversities. Linking with and co-ordinating an appropriate range of resources and specialist and general services. Advocating for and negotiating on behalf of the consumer with relevant groups and organisations. Communicating with other mental health professionals when consumers move across the LHN, Sector boundaries and regional areas. Ensuring management of clinical requirements of consumers participating in groups, eg management of clinical issues if they occur, providing support and oversight for program staff regarding clinical management. Ensuring clinical records and statistical information reflect accuracy, consumer participation and progress and are kept up to date.
Participate in community development and educational activities by:	 Responding to requests to provide mental health consultation, information and education. Providing consultation, information and educational activities within local communities and with service providers which raise awareness of the needs, treatment and other issues associated with mental illness. Liaising and collaborating with other agencies, health care professionals and with service providers to determine how to best meet the needs of people who have a mental health problem and ensure best outcomes for consumers. Jointly identifying early intervention strategies and negotiating agreed upon roles and responsibilities regarding the consumer. Developing partnerships with other service providers to meet the mental health care needs of the consumer.
Participate in continuous quality improvement programs and activities, linked to the organisation's strategic and corporate directions and targets by:	 Complying with standards of practice. Undertaking Social Work quality improvement activities as directed by management and the Principal Social Worker. Working towards the achievement of key performance indicators for critical activities, consistent with quality improvement programs. Participating in the evaluation of intervention outcomes, work practices and services. Participating in the organisation's accreditation process.

	 Contributing to the development and review of policies and guidelines. Maintaining accurate clinical documents. Providing statistical information within prescribed timeframes. Contributing to the identification, establishment and review of corporate and departmental performance standards and outcomes.
Work as an effective member of a multidisciplinary team by:	 Participating in communication forums within the team and the service. 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. Developing and maintaining collaborative relationships within the multidisciplinary team to ensure effective coordinated care. With experience, providing social work expertise, consultation and professional advice to assist in managing consumer care and planning transfer of care. Providing modelling and support to team members to integrate the recovery framework and psychosocial approaches into practice. Participating in the development of team aims and objectives and contribute towards their attainment. Supporting the development of others and contributing to learning in the workplace. With experience, participating in the orientation and induction of new staff members. Working with other team members to manage conflict situations.
Contribute to the achievement of professional Social Work expertise through the maintenance of ongoing personal professional development/continuing education by:	 Promoting Social Work philosophy, principles, ethics and values in all aspects of professional practice. Providing and modelling the delivery of social work recovery practice to address consumer issues. Managing own professional development activities and portfolio. Adopting a proactive approach to developing and maintaining contemporary knowledge and skills in Social Work Actively participating in formal professional Social Work supervision consistent with AASW and SA Health standards. Reflecting critically on own professional practice. Participating as a member of the Social Work disciplinary group. With experience, provide support to peers and undertake or contribute to the supervision of social work students Participating in Social Work projects.

Knowledge, Skills and Experience

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:

- Ability to undertake evidence-based social work assessments including psychosocial, family, safety and housing assessments, to enhance a consumers' recovery and meet complex needs.
- With experience, ability to undertake comprehensive mental health assessments including, consumer needs analysis, mental state assessment, recognition of side-effects from medication and risk assessment.
- Must be highly motivated and have the ability to engage with consumers who have complex mental health and psychosocial needs.
- Ability to work collaboratively with consumers, carers, other agencies and community services to develop care plans and co-ordinate comprehensive service provision for consumers who have enduring and complex needs.
- 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 critically evaluate own work and seek direction as required
- Ability to work cohesively within a multi-disciplinary team.
- Ability to effectively and efficiently manage time and other resources.
- Effective written and verbal communication skills and ability to express ideas succinctly and logically.
- Ability to evaluate social work outcomes.
- Ability to act in an ethically appropriate and professional manner.
- Commitment to engage in supervision and ongoing professional development.

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.

Knowledge

- An understanding of the specific needs and issues relating to people with a mental health issue and their carers.
- A general knowledge of the comprehensive individualised needs of consumers within both the inpatient and community settings and across the continuum of care.
- Knowledge of the AASW Code of Ethics.
- Knowledge of a range of social work theories and techniques which may include strength-based interventions, counselling, crisis intervention, family therapy and community interventions.
- A general knowledge of community services and agencies.
- Understanding of key issues relevant to Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
- General knowledge of psychiatric diagnostic and classification system and related assessment tools.

- A general knowledge of psychiatric medication aspects of medication and management including knowledge of relevant medications, indications, common dosages, side-effects, special precautions, drugs of abuse.
- A general knowledge of relevant legislation pertaining to social work and mental health including the South Australian Mental Health Act and the Guardianship and Administration Act.
- Knowledge of Work, Health and Safety policies and procedures and their application in the workplace.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

• Relevant additional qualifications in a specialised area of mental health care or relevant area of social work.

Personal Abilities/Aptitudes/Skills:

- 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

- Experience with the clinical Care Coordination model.
- A broad range of experience working with people with mental health problems.
- Experience in accessing, liaising with, monitoring and evaluating community resources and community projects.

Knowledge

- Knowledge of the Practice Standards for Mental Health Social Workers.
- Knowledge of community resources, formal and informal, relevant to people with enduring mental health problems.
- Knowledge of evaluation methodologies and quality assurance mechanisms.
- Knowledge of co-morbidity issues ie drug and alcohol, brain injury, intellectual disability.

Organisational Context

Organisational Overview:

At CALHN we are shaping the future of health with world-class care and world-class research. This is fundamental in assisting us to achieve our vision of becoming one of the top five performing health services in Australia and one of the top 50 performing health services in the world within five years.

We are part of SA Health, which is the brand name for the public health system. As a system SA Health's mission 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

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.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Barossa Hills Fleurieu Local Health Network Inc., Eyre and far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern Local Health Network Inc., and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Strategic Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Central Adelaide Local Health Network:

Established in July 2011, CALHN is one of five Local Health Networks (LHNs) in South Australia and we are accountable to the Central Adelaide Local Health Network Governing Board. Our board has oversight of our strategy, risk management, governance and performance, and works with our Chief Executive Officer to provide strategic direction for our network.

CALHN is responsible for the following health services:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Rehabilitation Hospital (SMRH)
- Glenside Health Service (GHS) Psychiatric Intensive Care Unit; Inpatient Rehabilitation Services and Acute beds only
- Adelaide Dental Hospital (ADH).

CALHN also has governance over numerous community mental health and primary health services including Prison Health Service, SA Dental Service and DonateLife SA. Of note also is governance of the Statewide Clinical Support Services (SCSS) including SA Medical Imaging (SAMI), SA Social Worker (AHP1) Role Description, July 2021

Pathology SA Pharmacy and BreastScreenSA, responsibility of which has vacillated between CALHN and DHW over the past few years.

CALHN is one of three metropolitan LHNs and its core population is approximately 390,000 people. CALHN also provides services to patients from other SA networks, rural and remote areas, the Northern Territory, NSW (Broken Hill) and western parts of Victoria. These services usually relate to complex services such as head and neck cancer, radiation therapy, cardiac surgery, spinal surgery or rehabilitation.

CALHN's purpose is to deliver quality and sustainable healthcare. While the delivery of high-quality patient care is our number one priority, underpinning our goals is good governance, improved patient experience, business operations, efficiency and financial performance and more accountable and contemporary ways of working.

To find out more about CALHN visit centraladelaide.health.sa.gov.au.

Mental Health Clinical Program:

The CALHN Mental Health Clinical Program (MHCP) provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Services and at a range of community sites. Services are available for people from 16 years. The MHCP partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health, administration and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vison and ambitions provide direction for everything that happens across our network. They outline who we are, what we stand for, what our consumers and their families can expect from us and what we can expect from each other. They guide our decisions and actions.

Values People first	 Behaviours I am there for my patients and colleagues when they need me most. I put myself in my patients and colleagues' shoes to understand their needs. I go out of my way to make sure my patients and colleagues achieve the best outcome and have a great experience. I respect uniqueness in my colleagues, our patients and their families.
ldeas driven	 I look and listen to ensure I fully understand the problem and find a solution. I look for ways to break-down barriers and silos to hear new perspectives and solve complex problems. I invest in my own learning and look for opportunities to explore and introduce new ideas. I am interested in critical research and how it informs creative thinking.
Future focussed	 I embrace leading practices and use them to evolve our ways of working. I lead and support change to improve patient and organisational outcomes. I am constantly on the look-out for opportunities to improve.
Community minded	 I put my hand up to lead work that matters. I am accountable and focused on value. I value and champion diversity. I embrace collaboration and constructive partnerships.

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:

- Democratic Values Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:Role Title:Signature:Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of CALHN as described within this document.

Name:	Signature:	Date: