



ROLE DESCRIPTION

Role Title:	Senior Clinical Social Worker		
Classification Code:	AHP3	Position Number	M41135
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	CALHN Allied Health		
Division:	Allied Health		
Department/Section / Unit/ Ward:	Social Work		
Role reports to:	Principal Social Worker CALHN		
Role Created/ Reviewed Date:	March 2023		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)		
Immunisation Risk Category:	<input checked="" type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>The Senior Clinical Social Worker provides social work services, as part of a specialist multidisciplinary team, in a particular clinical area of CALHN which requires advanced social worker skills and knowledge. In addition to a clinical caseload, the incumbent provides consultancy to others and advises management in the area of expertise; provides clinical practice supervision to assigned staff and students; and contributes to education activities across the Single Service, Multiple Site model.</p> <p>The incumbent initiates and participates in quality improvement activities and research projects to support best practice and to optimise service delivery and outcomes.</p>
Direct Reports:
<p>No direct reports however the position will be required to provide clinical practice supervision to social work AHP1 and AHP2 staff, students and Allied Health Assistants across sites and/or teams.</p>
Key Relationships/ Interactions:

Internal <ul style="list-style-type: none"> Accountable to the Director Social Work through the Senior Manager Social Work and Principal Social Worker. Works within Social Work CALHN and collaboratively within a specialist multidisciplinary team including medical, nursing, allied health and administrative staff. External <ul style="list-style-type: none"> Works collaboratively with referrers and providers of community follow-up services to patients discharged from CALHN Social Work Works with Social Work Program staff from relevant Universities as well as other clinicians/consumers requiring advice or support in his/her field of clinical specialty

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> Managing a broad spectrum of clinical conditions competently with relative independence Providing clinical supervision of social work staff and students in a high pressure multi-disciplinary environment

Delegations:
Delegated Level NIL in accordance with CALHN's Delegation of Authority Document
Staff supervised: <div> Direct NIL Indirect Allied Health Assistants, AHP1/2 Social Work staff </div>

Special Conditions:
<ul style="list-style-type: none"> 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 Criminal and Relevant History Screening as required by the <i>SA Health Criminal and Relevant History Screening Policy Directive</i>. For appointment in a Prescribed Position under the <i>Child Safety (Prohibited Persons) Act (2016)</i>, 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 <i>Child Safety (Prohibited Persons) Act (2016)</i>, 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 <i>Accountability Principles 2014</i> issued pursuant to the <i>Aged Care Act 1997</i> (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. Travel between CALHN sites is required.

- Required to work in CALHN services outside of one's normal portfolio when required.
- The incumbent will be rostered to work ordinary hours over seven days of the week including out of hours/weekend work. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.
- To provide placements for Social Work students where they are offered opportunities to observe and participate in all aspects of social work in a tertiary and community healthcare settings.
- The incumbent will be required to undertake after hours on-call response via a roster system for which an allowance is paid in accordance with relevant provisions of the Enterprise Agreement.

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 & 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 SA Health values and strategic directions.

Handling of Official Information:
<p>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.</p> <p>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.</p> <p>SA Health employees will not misuse information gained in their official capacity.</p> <p>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.</p>
White Ribbon:
<p>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.</p>
Cultural Commitment:
<p>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.</p>
Resilience:
<p>SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.</p>

Key Result Area and Responsibilities

Key result areas	Major responsibilities
Responsible for the provision of high quality patient centred clinical care within a specific clinical specialty by:	<ul style="list-style-type: none"> • Using high-level professional knowledge and skill to manage referrals, provide social work assessments, make interpretations of assessment findings, and formulate and implement social work intervention plans in collaboration with patients, carers and relevant other clinicians • Using communication skills of an advanced level of maturity and empathy to engage successfully with patients, their families and care providers • Managing complex cases, with minimal professional supervision, either as primary social worker or as consultant to other members of the social work team or wider Department • Recording timely information regarding assessments and interventions in patients' medical records • Maintaining clinical documentation records in accordance with organisational policy • Undertaking data collection according to organisational requirements • Attending and actively participating in multidisciplinary clinical activities such as ward rounds and meetings • Delegating appropriate tasks to allied health assistants and AHP1 and 2 staff and ensuring that delegated tasks are performed safely and effectively • Seeking and incorporating relevant evidence and/or accepted best practice in the selection and application of social work methods and techniques • Providing an expert education and consultancy service in the clinical specialty to CALHN staff and staff, particularly social workers, of other health units that receive patients from CALHN health units • Contributing to the effectiveness of the specialist multidisciplinary team and the formation and review of their objectives, policies and procedures by participating in relevant business and project activities.
Responsible for contributing to the effectiveness and efficiency of the social work service by:	<ul style="list-style-type: none"> • Using advanced self-organisation, communication and teamwork skills to complete clinical, administrative, representative, and quality improvement activities • Acting as a role model for AHP1, AHP2 and support staff including adhering to and promoting departmental, CALHN, SA Health and Public Sector policies and procedures • Actively contributing to the Department's continuing professional development and formal performance review programs • Providing professional support and practice oversight of AHP1, AHP2 and support staff as required • Actively contributing to the planning, development and implementation of departmental policies and procedures as they pertain to one's specific clinical specialty • Initiating, implementing and completing quality improvement activities within one's specific clinical specialty • Informing the relevant Principal Social Worker of issues arising within the specialist area, including service demand and client

	<p>needs</p> <ul style="list-style-type: none"> • Advising the relevant Principal Social Worker on professional service delivery development, practice and redesign, and other opportunities for improvement as they pertain to one's specific clinical specialty • Undertaking and/or leading specific project work on issues relevant to one's specific clinical specialty.
Responsible for enhancing social work/clinical specialty specific knowledge by:	<ul style="list-style-type: none"> • Conducting research and supporting other members of one's social work and specialist multidisciplinary teams in research and evaluation activities.
Responsible for ensuring personal professional development and for actively contributing to the educational activities of one's social work and specialist multidisciplinary teams by:	<ul style="list-style-type: none"> • Demonstrating a commitment to increasing knowledge base and complex practice clinical expertise through participation in relevant professional development activities • Attaining professional competencies to a standard agreed with management and as designated by the Department Director • Providing professional practice supervision, mentoring and support to AHP1 and 2 social workers, Allied Health assistants and students to ensure high level of service delivery and health care in accordance to relevant policies, practices and procedures where relevant • Teaching and lecturing other staff members, visitors, staff of external agencies and students as required. • Initiating and contributing to professional research, both interdisciplinary and single discipline • Undertaking clinical practice supervision of students.
Responsible for consistent and high standard contribution to an effective team environment, a positive culture and safe working environment by:	<ul style="list-style-type: none"> • Contributing to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner. • Undertaking duties as required as part of a single service, multiple site model which will require movement across sites and/or teams. • Actively contributing and participating as a member of the team • Participating in cross site activities and contribute to the development of social work services • Participating actively in quality improvement, professional development and peer review to ensure continuous professional improvement • Participating actively in team meetings and professional development opportunities • Contributing positively to the development of a strong team culture • Initiating and contributing to planning activities and implementation.

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Appropriate degree or equivalent qualification In Social Work which entitles full membership of the Australian Association of Social Worker.

Personal Abilities/Aptitudes/Skills:

- Demonstrated ability to independently apply a high level of professional judgement relevant to the clinical specialty.
- Advanced ability to implement patient centred and evidence based practice.
- Strong collaboration and communication skills with an ability to generate trust.
- Ability to foster a culture that values critical thinking and problem solving, and encourages constructive feedback, engagement, respectful behaviour, inclusion and diversity at all levels
- Advanced written and verbal communication skills which ensure effective communication with staff, patients, families, carers and community agencies.
- Demonstrated ability to work effectively as a clinical leader within social work and specialist multidisciplinary teams.
- Ability to interact with other people in a tactful, sensitive and ethical manner.
- Demonstrated ability to set priorities, organise activities, and achieve timely outcomes in a range of clinical and non-clinical situations.
- A calm, stable and approachable manner.
- Initiative to improve personal and professional skills by seeking and acting on constructive feedback and by actively participating in self-directed and programmed professional development.
- Willingness and ability to work safely and effectively across all CALHN services when required.
- Ability to exercise accountability by taking personal responsibility for job outcomes and team culture, and encouraging others to do the same.

Experience

- Substantial and recent experience in an area of social work clinical specialty to enable input at a senior clinician level.
- Demonstrated involvement in contemporary social work and clinical specialty specific professional development.
- Experience in managing complex clinical situations with minimal professional supervision.
- Experience in providing clinical practice supervision to staff or students.
- Experience with initiating and completing service improvement activities.

Knowledge

- Extensive evidence based clinical knowledge, sufficient to enable safe and effective work with minimal supervision in the relevant clinical specialty.
- Awareness of responsibilities with regard to work health and safety.
- An understanding of the wider health system environment and issues affecting hospital/health social work services.
- Knowledge of research methodologies and clinical evaluation processes.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Relevant post-graduate qualification

Personal Abilities/Aptitudes/Skills:

- Ability to use data management, analysis and reporting programs.
- Demonstrated expertise in responding to/ managing complex and sensitive issues involving vulnerable adults.

Experience

- Experience in clinical teaching
- Experience in research

Organisational Context

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

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., Country Health SA 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 Care 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

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. 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 Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Allied Health Directorate

The Allied Health Directorate provides management and governance for allied health services across Central Adelaide LHN. Allied health professionals are a key part of the clinical team delivering a range of clinical, diagnostic and support services in hospital, ambulatory and community health settings. Allied health is a collective term for a number of professional groups each with distinct identities, educational pathways, and professional registration or membership requirements.

The Allied Health Directorate consists of discipline based departments operating across Central Adelaide campuses, the Reform and Quality Unit as well as hosting a number of specialist functions such as the Aboriginal and Torres Strait Islander Liaison Unit, The Wellness Centre and Healthcare Chaplains.

The Allied Health Directorate also provides professional support for allied health staff and services governed by other parts of Central Adelaide and work closely with the Clinical Directorates across Central Adelaide.

The Allied Health Directorate administers approximately \$30M and employs around 600 staff.

Social Work:

Social Work services in CALHN are a professional and academic discipline within the LHN with a range of broad and diverse roles. The services are integrated across acute, subacute, mental health and community settings, forming strong and supportive team.

Social Workers in CALHN work with individuals, families, groups and communities. Work focuses on improving an individual's wellbeing and identifying and addressing issues that may impact on this or looking at larger, systemic issues that relate to disadvantaged or vulnerable groups and communities.

Social Workers work across campuses and services in CALHN and undertake roles in case management, discharge planning, counselling, advocacy, community engagement, education and research.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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:** Director, Social Work, CALHN

Signature: **Date:**

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name: **Signature:** **Date:**