



ROLE DESCRIPTION

Role Title:	Senior Social Worker Intermediate Care Service
Classification Code:	AHP-3
LHN/ HN/ SAAS/ DHA:	SA Health – Northern Adelaide LHN
Hospital/ Service/ Cluster	GP Plus
Division:	Allied Health
Department/Section / Unit/ Ward:	Intermediate Care Services
Role reports to:	Senior Manager Intermediate Care Services
Role Created/ Reviewed Date:	
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children 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 substance) <input type="checkbox"/> Category B (Indirect contact with blood or body substance) <input type="checkbox"/> Category C (Minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:
<ul style="list-style-type: none"> > The Senior Social Worker is operationally responsible to the Senior Manager, Intermediate Care Services for the development, implementation, coordination and evaluation of quality Allied Health Chronic Disease Intermediate Care Services (within a self-management support framework) for patients of the Northern Adelaide Local Health Network (NALHN). > The Allied Health Chronic Disease Intermediate Care Services bring together Dietetic, Exercise Physiology, Occupational Therapy, Podiatry, Physiotherapy, Social Work and Case Management services working collaboratively with services from the NALHN Clinical Divisions and Aboriginal Health Services to optimise health outcomes and reduce hospital admissions for patients with Diabetes, Cardiac and Respiratory Diseases, and vulnerable people with other chronic diseases. > Working in conjunction with other Social Workers and Psychologists, Intermediate Care Services members and other health professionals the Senior Clinician optimises patient functional and health outcomes in this specialty area. As a highly skilled and competent clinician, the incumbent delivers quality services and provides clinical leadership within the Allied Health Intermediate Care Services, providing support and supervision to less experienced staff.

Key Relationships/ Interactions:
<ul style="list-style-type: none"> > Reports operationally to the Senior Manager, Intermediate Care Services. > Reports professionally to the appropriate Discipline Senior Manager, NALHN. > Works collaboratively with other members of their discipline and of multi-disciplinary teams. > Liaises with other health professionals, service providers and the community. > Responsible for the training and supervision of other health professionals and students as required. > Deputises for the Senior Manager Intermediate Care Services as required.

Challenges associated with Role:
<p>Major challenges currently associated with the role include:</p> <ul style="list-style-type: none"> > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time. > Ability to assist with diverse activities and key accountabilities requiring the ability to work as a member of a team across a number of allied health professionals > Working around patients/carers/families who may display aggressive, distressed or unpredictable behaviour > Maintaining professional boundaries when responding appropriately to client and family/carer expectations

Delegations:
> Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible, in consultation with the Senior Manager, Intermediate Care Services, for the development and provision of high quality Chronic Disease Intermediate Care Services, within a Self-Management support framework, that are patient centred and maximise functional / health outcomes including:	<ul style="list-style-type: none"> > Providing leadership, consultancy and advice to management and other health professionals on service delivery, development and practice within Psychosocial services. > Developing, reviewing and evaluating clinical protocols, policies, procedures and resources within a best practice framework within a service stream. > Actively participating in and / or co-ordinating multi-disciplinary service team projects, quality activities, research and evaluation programs within the site and / or region. > Coordinating continuous quality improvement, research and / or service development activities to improve services and ensure quality patient outcomes. > Collection and entry of required data sets, and participating in the review and evaluation of this as required. > Management and maintenance of equipment and supplies in a cost-effective manner. > Acting as a resource in their area of expertise.
Provide highly skilled clinical Chronic Disease Intermediate Care Services, including Social Work and Self-Management Support, to maximise functional health outcomes of patients including:	<ul style="list-style-type: none"> > Assessing and implementing intervention / treatment programs that reflect best practice guidelines. > Ensuring documentation is consistent with service policy and practice. > Providing information to patients, families, carers and community services. > Undertaking comprehensive discharge planning in conjunction with other team members. > Maintaining and developing clinical and professional knowledge and skills.
Contribute to the effective management of human resources within Intermediate Care Service, including:	<ul style="list-style-type: none"> > Participating in the recruitment and selection of staff. > Implementing staff orientation programs, development plans and training programs. > Providing professional clinical supervision and contributing to the education activities of other health professionals. > Conducting performance management of designated staff, including career planning and development.
Contribute to the educational and research culture of	<ul style="list-style-type: none"> > Undertaking clinical training and educational activities including the development of training resources.

<p>Allied Health Intermediate Care Service and ICS Psychosocial services, including:</p>	<ul style="list-style-type: none"> > Liaising with educational providers regarding educational outcomes of clinical placements. > Providing training and supervision to students on placement. > Acting as a mentor and clinical supervisor. > Participating in appropriate interdisciplinary projects, quality activities, research and evaluation programs. > Conducting education sessions for a range of staff within the hospital. > Promote and facilitate research projects aligned with clinical practice and allied health service priority areas. > Contribute to building allied health research capacity, culture and productivity. > Contribute to translation of relevant research evidence into clinical practice.
<p>Contribute to the delivery and management of efficient work practices and a culture of continued quality improvement including:</p>	<ul style="list-style-type: none"> > Participating in, and facilitating the delivery of, collaborative team work and effective continuous learning and professional development. > Actively participating in continuous Quality Improvement activities, including the identification of performance standards and increased efficiencies.

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:

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health and Safety Act 2012 (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.
- > Demonstrated high level competency and extensive knowledge in Social Work, including assessment techniques and evidence based interventions.
- > Demonstrated high level interpersonal skills including negotiation, consultation and conflict resolution skills.
- > Demonstrated ability to establish and maintain effective networks and partnerships with a broad range of culturally diverse clients and stakeholders, including patients and their families, community services / agencies and other service providers, within a multi-disciplinary setting.
- > Demonstrated high level verbal and written communication skills including the ability to prepare concise, accurate and timely clinical reports and data.
- > Demonstrated skills and abilities in leadership; supervision of staff; flexibility; working independently and within an inter-disciplinary team; managing variable workloads and competing priorities; and adapting to changing service provision needs.
- > Demonstrated ability to perform the physical demands of the position and to utilise sound manual handling practices.
- > Demonstrated commitment to improve personal and professional skills through self-directed learning and evaluation in line with LHN objectives.

Experience

- > Extensive experience in clinical management within the chronic disease service area, particularly diabetes, cardiac and respiratory diseases,, including program evaluation and service development, combined with a broad base of experience in health services.
- > Demonstrated experience leading a team including program evaluation and service development.
- > Demonstrated experience in the effective development, implementation and evaluation of departmental policies and procedures relevant in a health setting.
- > Demonstrated experience in the use of Microsoft Office (including Word, Excel and database packages).

Knowledge

- > Knowledge of Behaviour Change Methodologies such as the Flinders Program of Chronic Condition Management or a willingness to achieve this.
- > Understanding of Work Health and Safety principles and procedures.
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Knowledge of continuous Quality Improvement principles and methods.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Postgraduate qualification in a field relevant to Health, Grief and Loss, Trauma Social Work
- > Postgraduate qualification in a field relevant to Chronic Disease Management

Personal Abilities/Aptitudes/Skills:

- > Demonstrated commitment to excellence and innovation in work practices.
- > Demonstrated commitment to the translation of research evidence into practice

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Previous experience working within a multidisciplinary chronic disease service.
- > Experience in undertaking research activities within an Allied Health context.
- > Previous experience regarding research design, data collection, analysis, governance, ethics, writing skills, including grant application / journal articles, research presentations

Knowledge

- > Demonstrated understanding and compliance with LHN Delegation of Authority.
- > Demonstrated clinical knowledge and practice relating to Child Protection, Family Safety Framework, Elder Abuse, MAPS, Domestic Violence, Homelessness, SACAT applications.
- > Demonstrated knowledge in relation to staff supervision models in practice.

Special Conditions:
<ul style="list-style-type: none"> > 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 a satisfactory current Criminal and Relevant History Screening, as required by the <i>SA Health Criminal and Relevant History Screening Policy Directive</i>. > <i>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.</i> > <i>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).</i> > 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 <i>Public Sector Act 2009</i> for Public Sector employees or the <i>SA Health (Health Care Act) Human Resources Manual</i> 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.

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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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:

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:

NALHN 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, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > Limestone Coast Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 23/24 for NALHN is \$1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

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.

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

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 SA Health as described within this document.

Name:

Signature:

Date: