



POSITION DESCRIPTION

Position Title: GFS Senior Social Worker – Level 3
Department: Geriatric Flying Squad
Location: War Memorial Hospital
Uniting Purpose: To inspire people, enliven communities & confront injustice
Uniting Values: Imaginative, respectful, compassionate, bold

Classification: Social Worker – Level 3
Vaccination risk category: A
Award: Medically Supervised Injecting Centre (MSIC) and War Memorial Hospital (Waverley) (WMH) Health Service Employees Agreement 2016
Employment status: Fixed Term Contract - 16 hours per week (until June 2025)
Hours: Saturday is required

Position reports to: Geriatric Flying Squad Head of Department
Position Supervises: Social Workers Level 1/2
Key relationships: Geriatric Flying Squad Staff, GFS Head of Department, Outpatient and Community Multidisciplinary Team, Uniting Colleagues, Relevant Government and NGO Departments, Clients, their Families and Carers

POSITION PURPOSE

The Geriatric Flying Squad (GFS) is a multi-disciplinary rapid response team that reviews older patients in the community setting and within residential aged care facilities (RACF) who are experiencing a sub-acute decline from a range of geriatric syndromes. The goal of intervention is to provide a comprehensive geriatric assessment aimed at preventing avoidable hospital admissions and reinvigorating quality of life in the older person's primary place of residence. The service is currently expanding the team due to receipt of funding from the Ministry of Health to provide Urgent Care services which will allow GFS to service the community 7 days a week and in the after hours.

War Memorial Hospital
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125 Birrell Street
Waverley NSW 2024
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This senior role will join the Geriatric Flying Squad department to plan, coordinate and deliver high quality Social Work intervention to community clients of War Memorial Hospital (WMH) consistent with Australian Association of Social Workers (AASW), Uniting, NSW Health and South Eastern Sydney Local Health District (SESLHD) policies, procedures and standards, to achieve patient/client health outcomes within specified timeframes. The incumbent will provide in-depth clinical expertise and extensive specialised knowledge within Social Work for older people in the community.

This senior position sits within the WMH Geriatric Flying Squad Department. The role requires significant engagement with patients, carers, other service providers and the local community to enable provision of a GFS service that is comprehensive, accessible, responsive, high quality and person-centred. A demonstrated commitment to quality improvement, evidence-based practice, ongoing clinical and professional learning is required. The Senior Social Worker will be required to work within the multidisciplinary team of Nurse Practitioners, Geriatricians, Physiotherapists, Occupational Therapist and other relevant health professionals.

POSITION OBJECTIVES

- Provide comprehensive psychosocial assessment and case management to patients in the community (Geriatric Flying Squad)
- Provide high quality Social Work intervention (both individual and group), to provide continuity of care.
- Provide high quality, person-centred care to patients and their families/carers.
- Engage in leadership activities and proactively identify and work towards quality improvement activities in the GFS Department.
- Plan and coordinate appropriate services to enable timely intervention, referral and discharge in conjunction with the multidisciplinary team.
- Work collaboratively with the GFS team and others to provide delivery of effective, flexible, innovative and integrated service within the GFS.
- Provide broad clinical experience to support staff working in the community aged rehabilitation setting within the philosophy of person-centred care.
- Ensure practice is safe and efficient, maintaining standards of care through continual quality improvement initiatives.
- Liaise with referrers of clients including NSW Ambulance, GP's, other hospitals, NSW Police, family, friends and formal support staff.
- Provides advice to GFS team on the development of Social Work services within the GFS team in response to demand and client needs.
- Gather and evaluate data of referrals, intervention and input in line with Urgent Care funding.

KEY RESPONSIBILITIES

Financial management & awareness:

- Work within budgetary guidelines for the department.
- Recognise impact of patients' financial situation on their access to services and facilities
- Understanding of the financial impacts of key performance indicators including impact of GFS on reducing hospital admissions and data collection and where social work can contribute to these.

Operational processes:

- Assess, plan, organise, deliver, evaluate and report on the provision of high quality and client focused social work services in accordance with AASW, Uniting, NSW Health and SESLHD

policies and clinical practices, to achieve patient/client health outcomes within specified timeframes

- Demonstrate advanced social work reasoning skills that enhance the service's ability to manage more complex patients/clients within the clinical specialty and exercise independent professional judgement in solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaptation or modification
- Apply professional knowledge and judgement when performing novel, complex or critical tasks specific to social work and plan and prioritise own and teamwork requirements to effectively meet defined patient/client care objectives within agreed timeframes
- Document all aspects of patient care, including education, progress notes and referrals in compliance with NSW Health and SESLHD documentation standards and procedures to ensure continuity of safe and effective patient care
- Plan and prioritise own work requirements effectively to meet defined patient/client care objectives within agreed timeframes
- Demonstrate flexibility and the ability to work effectively within a changing healthcare environment
- Demonstrates awareness of parameters of working within a budget and working within agreed resources.
- Maintain up to date knowledge and skills, and practice within the risk management, safety, and quality frameworks as applicable to Uniting and SESLHD, to ensure the health and safety of staff, patients and visitors
- Identify opportunities for improvement in clinical practice and develop and lead ongoing quality improvement activities with other staff and contribute to the development of policies, procedures, standards and practices in order to continuously improve the level of service provided to patients/clients
- Initiate, participate in and comply with all quality management systems and processes inclusive of service evaluation and accreditation
- Maintain responsibility for personal and professional development by participating in evidence based practice activities, training/education, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients

Client management & engagement (internal & external stakeholders):

- Communicate effectively in a culturally sensitive manner with patients/clients, families, and other health care professionals to plan intervention strategies to ensure patient needs are identified and provide clinical services to client groups and circumstances of a complex nature requiring advanced practice skills and clearly articulate these to others in the team
- Demonstrate a commitment to assuring high standards and strive for a client centered service
- Plan and deliver social work education to patients, their families, and other health care professionals
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.

People management & teamwork:

- Provide in-depth social work advice and support to health care professionals within the multi-disciplinary team and act in a consultative role within the specialty area, in order to establish co-ordinated and continuity of care to patients/clients
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees
- Create and maintain effective working relationships with other social workers as well the multi-disciplinary team

- Plan, deliver and evaluate high quality social work education to patients, their families, and other health care professional. Teach and supervise students on clinical placement and work experience as required. Provide clinical supervision and support to Level 1 and 2 health professionals, technical and support staff.
 - Provide supervision and/or support to students on clinical placement and work experience as required
 - Demonstrate self-awareness of own strengths and areas for development
 - Actively engage and participate in the organisation's clinical supervision and performance management framework and review processes
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KEY PERFORMANCE INDICATORS

Financial management & awareness:

- Work within budgetary guidelines for the department – no individual budgetary responsibilities
- Recognise impact of patients' financial situation on their access to services and facilities
- Recognise impacts in clinical variation including delayed assessment and work with team to proactively address issues

Operational processes:

- Evidence of training in relation to clinical service provision, policies and procedures
- Clinical assessment, programs and intervention strategies are implemented and conducted to facilitate client participation.
- Participation in clinical care meetings, case conference and multidisciplinary meetings as required.
- All clinical events are documented in accordance with SESLHD, WMH & Uniting documentation standards
- Development and review of education resources and other educational materials suitable for staff/clients
- Evidence of participation in in-services, staff education and research activities
- Evidence of Quality Improvement outcomes and leading and contributing to quality improvement initiatives
- Evidence of activity data collation for the Urgent Care funding evaluation and reporting as per activity based funding requirements
- Additional key performance measures as agreed to demonstrate effective performance and operating efficiency in specific areas

Client management & engagement (internal & external stakeholders):

- Display awareness and appreciation of the clients and the ability to empathise with and treat others with dignity and respect
- Display effective communication and interpersonal skills
- Evidence of advocacy for clients and carers with other service providers
- Information from client and carer stories are utilised
- Contribute to effective team dynamics and client and stakeholder relationships utilising high level communication and negotiation skills
- Provide general clinical advice to members of the multidisciplinary team, service managers and other stakeholders regarding service delivery and clinical service development

People management & teamwork:

- Evidence that positive outcomes are shared and celebrated
- Evidence of engagement with MDT to critically reflect on and explore potential to improve practice

- Evidence of regular communication with staff and attendance at relevant meetings
 - Staff engagement outcomes as measured by annual survey
 - 100% up to date professional development plans and performance reviews
- Formally identified clinical supervisor for professional development
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Work Health and Safety Requirements:

All Staff

- Follow policies, procedures and instructions relating to work health and safety that are relevant to the work being undertaken to ensure high quality and safe services in the workplace.
- Take reasonable care for your own health, safety and wellbeing and take reasonable care to ensure that your acts or omissions do not adversely affect the health, safety and wellbeing of others.
- Comply with reasonable instructions that are provided for the safety of you and others at the workplace.

Quality and Safety Requirements:

All staff

Staff work within, and are supported by, well-designed systems to deliver safe, high-quality clinical care. Staff are responsible for the safety and quality of their own professional practice, and professional codes of conduct. Staff will:

- Actively take part in the development of an organisational culture that enables, and gives priority to, patient safety and quality
 - Actively communicate their profession's commitment to the delivery of safe, high-quality health care
 - Model professional conduct that is consistent with a commitment to safety and quality at all times
 - Embrace opportunities to learn about safety and quality theory and systems
 - Embrace opportunities to take part in the management of clinical services
 - Encourage, mentor and guide colleagues in the delivery of safe, high-quality care
 - Take part in all aspects of the development, implementation, evaluation and monitoring of governance processes
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PROFESSIONAL SKILLS AND KNOWLEDGE

Skills & Experience:

- Minimum of 3 years social work experience with older people and understanding of the individual and societal issues associated with ageing
- Excellent negotiation, decision-making and advocacy skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders, throughout all organisational levels
- Demonstrated high level written and verbal communication, and interpersonal skills, and the ability to proactively engage with patients to enhance service delivery
- Ability to work as part of a multi-disciplinary team and to apply advanced reasoning skills and independent professional judgement when dealing with situations of a novel, complex or critical nature

- Ability to provide in-depth advice and education to enhance service delivery and to guide and support others in providing service excellence, with the capacity to provide clinical supervision to others.
- Demonstrated ability and commitment to initiate and lead quality and service improvement initiatives with other staff and a commitment to ongoing clinical and professional learning.
- Ability to gather and evaluate data to ensure efficient service delivery
- Ability to work as part of a multi-disciplinary team and to apply independent professional judgement when dealing with situations of a complex nature
- Current NSW Drivers' licence Class C

Qualifications:

- Qualifications in accordance with the WMH Health Professionals Agreement, and eligibility for registration with the Australian Association of Social Workers
- Current NSW Drivers' licence Class C

Employee Name:		Managers Name: Title	
Date:		Date:	
Signature:		Signature:	

JOB DEMANDS CHECKLIST

Job Title: Senior Social Worker
 Department: Geriatric Flying Squad
 Department

Service/Unit: War Memorial Hospital
 Manager / Supervisor: GFS Head of

Assessor: Ainsley Chapman
 Date of Assessment review: May 2025

Date of Assessment: May 2024

Definitions:

★ Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks			x			
	Standing Remaining standing without moving about to perform tasks		x				
	Walking Floor type: even/uneven/slippery, indoors/outdoors, slopes			x			
	Running Floor type: even/uneven/slippery, indoors/outdoors, slopes						x
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks	x					
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks	x					
	Kneeling Remaining in a kneeling posture to perform tasks						x
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks						x
	Crawling Moving by crawling on knees & hands to perform tasks						x
	Leg/ Foot Movement Use of leg and or foot to operate machinery	x					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding	x					
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg	x				
		Moderate lifting & carrying – 10 – 15kg					x
		Heavy lifting & carrying – 16kg and above					x
	Reaching Arms fully extended forward or raised above shoulder	x					
	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body	x					
	Head/ Neck Postures Holding head in a position other than neutral (facing forward)	x					
	Hand & Arm Movements Repetitive movements of hands & arms			x			
	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands	x					
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work						x
	Driving Operating any motor powered vehicle			x			
CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sight Use of sight is an integral part of work performance e.g. viewing of X-rays, computer screen			x			
	Hearing Use of hearing is an integral part of work performance e.g. telephone enquiries			x			
	Smell Use of smell is an integral part of work performance e.g. working with chemicals						x
	Taste Use of taste is an integral part of work performance e.g. food preparation						x
	Touch Use of touch is an integral part of work performance	x					

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment) Assisting ↓	FREQUENCY					
		I	O	F	C	R	N/A
	Distressed people e.g. emergency or grief situations		x				
	Aggressive & uncooperative people e.g. drug/alcohol, dementia, mental illness		x				
	Unpredictable people e.g. dementia, mental illness and head injuries		x				
	Restraining Involvement in physical containment of patients/clients						x
	Exposure to distressing situations e.g. child abuse, viewing dead/mutilated bodies	x					
CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	x					
	Gases Working with explosive or flammable gases requiring precautionary measures						x
	Fumes Exposure to noxious or toxic fumes						x
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						x
	Hazardous substances e.g. dry chemicals, glues						x
	Noise Environmental/background noise necessitates people to raise their voice to be heard	x					
	Inadequate lighting Risk of trips, falls or eyestrain	x					
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight	x					
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C	x					
	Confined spaces Areas where only one egress (escape route) exists	x					
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	x					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	x					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						x
	Biological hazards e.g. exposure to body fluids, bacteria, infectious diseases	x					

Additional Position Requirements/Demands Summary: From the checklist, outline the main requirements or demands of the job. This information will then be transferred to the Position Description. Anything that is frequent and above or identified as critical to the job should be included in the position description.

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Signature of Manager: Date:/...../20.....

I am able to fulfil the above requirements without modification.

I am unable to fulfil the above job requirements and need the following modifications:

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Signature of Employee: Date:/...../20.....