



## ROLE DESCRIPTION

<b>Role Title:</b>	Social Worker – Palliative Care service
<b>Classification Code:</b>	AHP2
<b>LHN/ HN/ SAAS/ DHA:</b>	Northern Adelaide Local Health Network (NALHN)
<b>Hospital/ Service/ Cluster</b>	Modbury Hospital
<b>Division:</b>	Aged Care Rehabilitation & Palliative Care (ACRPC)
<b>Department/Section / Unit/ Ward:</b>	Northern Adelaide Palliative Service (NAPS)
<b>Role reports to:</b>	Operationally to ANUM, NAPS, professionally to Psychosocial Team Lead (NAPS)
<b>Role Created/ Reviewed Date:</b>	
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) <input type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category</b>	<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

<b>Primary Objective(s) of role:</b>
<ul style="list-style-type: none"><li>&gt; The Social Worker (AHP2) is accountable to the Advanced Nurse Unit Manager, Northern Adelaide Palliative Service (NAPS) and Psychosocial Team lead, NAPS and is responsible for the provision of social work support services to Palliative Care patients, their families and carers across illness and bereavement phases . The incumbent may rotate through a series of clinical services.</li><li>&gt; The Social Worker applies clinical experience, increasing clinical knowledge and professional competence to plan, implement and evaluate comprehensive and integrated services to the needs of clients of NALHN. The Social Worker (AHP2) works under limited direct supervision clinical supervision and may provide direction and support to less experience therapists, allied health assistants and students.</li><li>&gt; The Social Worker works collaboratively with the Allied Health multi-disciplinary team and liaises directly with medical, nursing staff of NALHN and with other community agencies.</li><li>&gt; The Social Worker must work towards and meet the State wide Generic Core Competencies Framework.</li></ul>

**Key Relationships/ Interactions:**

- > The incumbent is operationally responsible to the Advanced Nurse Unit Manager NAPS.
- > The incumbent receives professional support through the Psychosocial Team Lead, NAPS.
- > The Social Worker works collaboratively with the NAPS multi-disciplinary team and liaises with providers of NALHN and other community agencies

**Challenges associated with Role:**

Major challenges currently associated with the role include:

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- > Understanding of the palliative care needs of the community
- > Understanding the requirements of supporting an integrated service model for palliative and end of life care
- > 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

**Key Result Area and Responsibilities**

Key Result Areas	Major Responsibilities
Ensure the provision of high quality Social Work services that maximises patient health outcomes by:	<ul style="list-style-type: none"> <li>&gt; Work with Palliative Care patients to ensure a high quality service to enhance and maintain patients quality of life</li> <li>&gt; Provide psychosocial assessment, individual and family counselling to patients and their carers in palliative and bereavement phases of care</li> <li>&gt; Using increasing professional knowledge and skills to provide assessments interpret findings and plan and implement interventions plans in conjunction with the patient, carers and other health professionals</li> <li>&gt; Managing with reduced supervision, non-routine clinical situations when more complex problem solving, professional decision making and practice skills are required</li> <li>&gt; Ensuring documentation is consistent with service policy and practice.</li> <li>&gt; Undertaking comprehensive discharge planning in conjunction with other team members.</li> <li>&gt; Maintaining and developing clinical and professional knowledge and skills.</li> </ul>
Provide effective coordinated Inter-Disciplinary care by:	<ul style="list-style-type: none"> <li>&gt; Working collaboratively with members of other disciplines within NALHN.</li> <li>&gt; Participating actively in Multi-Disciplinary service teams and projects.</li> </ul>

Maintain and develop clinical and professional skills by:	<ul style="list-style-type: none"> <li>&gt; Participating in departmental and hospital professional development programs.</li> <li>&gt; Contributing to departmental administration through staff meetings.</li> <li>&gt; Contributing to the development of departmental procedures and policies.</li> <li>&gt; Participating in quality improvement activities, research and performance enhancement.</li> </ul>
Participate in the development of a high quality rehabilitation service by:	<ul style="list-style-type: none"> <li>&gt; Participation in departmental meetings.</li> <li>&gt; Participation in the development of resources and new information.</li> <li>&gt; Participation in research and evaluation of the Social Work service.</li> <li>&gt; Undertaking data input, and participating in reviewing and evaluating data produced by clinical information management system (CME).</li> </ul>
Provision of training and supervision of clinical Social Work students by:	<ul style="list-style-type: none"> <li>&gt; Providing support to undergraduate students and to work experience students.</li> <li>&gt; Providing a role model, by demonstrating professional behaviour, and clinical reasoning.</li> </ul>
Contribute to the delivery and management of efficient work practices and a culture of continued quality improvement, including:	<ul style="list-style-type: none"> <li>&gt; Participating in, and facilitating the delivery of, collaborative team work and effective continuous learning and professional development.</li> <li>&gt; Actively participating in continuous Quality Improvement activities, including the identification of performance standards and increased efficiencies.</li> </ul>

## **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:**

- > Demonstrated competency and knowledge in Social Work assessment and treatment techniques.
- > Demonstrated commitment to improve personal and professional skills through self-directed learning and evaluation in line with NALHN objectives.
- > Demonstrated ability to communicate effectively both verbally and written.
- > Demonstrated time management skills to effectively manage a caseload.
- > Demonstrated commitment and ability to work effectively in inter-disciplinary teams.
- > Demonstrated ability to undertake the physical demands of the job.
- > Demonstrated skills in individual and family counselling in relation to adjustment to illness and grief, loss and bereavement.

## **Experience**

- > Demonstrated competency in the clinical management and treatment of a broad range of conditions.
- > Demonstrated experience in a health setting providing counselling and treatment of a broad range of emotional and social health issues, and making complex clinical decisions.
- > Demonstrated experience in the use of Microsoft Office (including Word and Excel) and database packages.

## **Knowledge**

- > Understanding of the health needs of people from culturally and linguistically diverse backgrounds
- > Knowledge of psychosocial intervention strategies in palliative care
- > Knowledge of grief theory and current approaches to bereavement support
- > Understanding of Work Health and Safety principles and procedures.
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Demonstrated broad knowledge of Social Work professional standards.
- > Knowledge of continuous quality improvement principles and methods
- > Demonstrated knowledge in the development, implementation and evaluation of departmental policies and procedures relevant in a health setting.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Nil

### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated commitment to excellence and innovation in work practices.
- > Demonstrated flexibility and ability to adapt to changing service provision needs.

## **Experience**

- > Proven experience in basic computing skills, including email and word processing.
- > Experience in the use of outcome measures to evaluate efficacy of treatments.

## **Knowledge**

- > Knowledge of SA Health Clinical Plans – especially in relation to older people

### 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 a satisfactory current Criminal and Relevant History Screening, 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.
- > A current unrestricted Australian (or equivalent) drivers licence.

### 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:**

**Version control and change history**

<b>Version</b>	<b>Date from</b>	<b>Date to</b>	<b>Amendment</b>
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021		Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated
V7	21/12/2023		Special Conditions Updated General Requirements Updated Organisational Context Updated