



ROLE DESCRIPTION

Role Title:	AHP2-Social Worker		
Classification Code:	AHP 2	Position Number	various
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	The Queen Elizabeth Hospital		
Division:	Specialty Medicine 2		
Department/Section / Unit/ Ward:	Central Adelaide Palliative Care Service		
Role reports to:	Psychosocial Lead		
Role Created/ Reviewed Date:	February 2022		
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input checked="" type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" 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 (<i>minimal patient contact</i>)		

ROLE CONTEXT

Primary Objective(s) of role:
<p>This role will require the incumbent to provide counselling and bereavement support to palliative care patients with complex psychosocial needs and their families as part of the inter-disciplinary palliative care team. The role will contribute to the planning, implementation, evaluation and review of a comprehensive range of services to meet the psychosocial needs of palliative care patients and families. This position will respond to organisational requests for specialist palliative care psychosocial advice and/or supervision and provide professional consultancy to management, other staff and agencies.</p>
Key Relationships/ Interactions:
<p><u>Internal</u></p> <ul style="list-style-type: none"> As a member of the CAPCS interdisciplinary team, works closely with medical, nursing and volunteers to provide psychosocial assessments and interventions for patients with complex needs and their families. As part of the CAPCS Psychosocial Team the role will report to the Psychosocial Lead and attend clinical and operational meetings and participate in relevant committees as required for effective implementation of social work practice within the CAPCS models of care. <p><u>External</u></p> <ul style="list-style-type: none"> Liaises and communicates with other parts of CALHN, provides specialist advice about psychosocial care and bereavement at end of life. Works with other palliative care services in SA, and relevant community-based services.

Challenges associated with Role:

Major challenges currently associated with the role include:

- Providing continuity of care across CALHN for CAPCS patients as a single service working across multiple sites.
- Developing capacity to respond to palliative care psychosocial needs (including residential aged care facilities and acute care settings across CALHN)

Delegations:

- N/A

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 the 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.

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:

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.

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	Major Responsibilities
<p>Ensure high quality health care aimed at improving patient health outcomes</p>	<ul style="list-style-type: none"> • Work with palliative care patients and their families to ensure a high quality of service to enhance and maintain patients' quality of life • Link patients and their carers with resources, services and community support, through referral to appropriate providers and community services • Work with Palliative Care patients and their families to ensure a high quality of service to enhance and maintain patients' quality of life. • Provide psychosocial assessment, individual and family counselling to patients and their carers in palliative and bereavement phases of care • Provide advocacy for patients and their families within the health system and community • Link patients and their carers with resources, services and community support, through referral to appropriate providers and community services. • Utilise a range of appropriate psychosocial assessment and counselling interventions in palliative and bereavement phases of care • Utilise evidence-based risk assessment to identify family members and carers at risk of prolonged grief and provide counselling and referral to community-based services as appropriate • Maintain a consultative service to individuals, families, groups and community organisations on palliative care issues. • Provide leadership for bereavement support to the community, including developing partnerships with community organisations to build resilience in the community around grief and loss. • Facilitating support groups as appropriate. • Secure and maintain a comprehensive knowledge of community resources by networking, attending seminars and meetings and collecting resource materials and using them appropriately for patients
<p>Contribute to effective psychosocial leadership</p>	<ul style="list-style-type: none"> • Provide consultative services to other team members and agencies. • Continuously monitoring work practices and standards of the discipline to maintain them to a high level. • Provide orientation, training, and supervision to inter disciplinary staff including students. • Participate in, facilitate and when appropriate provide education and staff development programs • Initiate, and participate in, educational and research activities
<p>Contribute to evaluation and best practice service delivery</p>	<ul style="list-style-type: none"> • Participate in the development, implementation and review of models of service delivery • Seek out and include community knowledge into best practice models of working • Participate in and facilitate evaluation processes in partnerships with communities, other staff, organisations and sectors • Participate in continuous quality improvement activities

	<ul style="list-style-type: none"> • Base service delivery on evidence and best practice standards and models • Maintain a professional standard of practice in accordance with principles of best practice and AASW Code of Ethics •
<p>Contribute to continuous quality improvement in palliative care services</p>	<ul style="list-style-type: none"> • Assist with the developing and establishing key performance indicators in line with developing National Palliative Care indicators. • Ensure a commitment to continuous improvement. • Participate in activities promoting research and projects endorsed by CALHN that develop new responses to patient and carer needs and service enhancement. • Undertake regular professional supervision and participate in regular performance appraisals • Undertake professional development needs and undertake continuing education
<p>Contribute to the wellbeing of people in South Australia</p>	<ul style="list-style-type: none"> • Participates 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 disaster. • Contributes to the improvement in health, well-being and positive participation of Aboriginal and Torres Strait Islanders. • Respecting people, understanding cultural difference, sensitive and values differences and builds a positive relationship with all stakeholders. • Promotes and implements the development and maintenance of a safe environment.

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 communicate effectively, both verbally and in writing, with staff at all levels, clients and community agencies
- Ability to work effectively in an interdisciplinary setting
- Ability to be flexible and to cope with a changing environment, work practices and responsibilities
- Ability to undertake complex psycho-social assessments and counselling
- Ability to provide an expert case work service to patients and their families, particularly those with complex needs
- Skills in family counselling including the ability to work with whole families, to understand and interpret family dynamics and to use counselling skills to resolve problems and promote decision making
- Ability to analyse problems and make plans to achieve objectives and to evaluate programme outcomes
- Ability to cope effectively with the personal stresses and daily losses inherent in working with dying patients and their families

Experience

- Significant experience in a health setting providing counselling and treatment of a broad range of emotional and social health issues and making complex clinical decisions.
- Experience in developing co-operative working relationships with staff from different professional and cultural backgrounds.
- Experience in the delivery of psychosocial support services in an interdisciplinary setting.
- Experience in applying a range of counselling interventions with individuals and families.
- Experience in the development, implementation, evaluation and review of social work programs/policies/strategies.

Knowledge

- Knowledge of psycho-social intervention strategies in palliative care
- Knowledge of social work theories and methodologies
- Knowledge of grief theory and current approaches to bereavement support
- Understanding of the health needs of people from culturally and linguistically diverse backgrounds
- Knowledge and understanding of health issues for Aboriginal and Torres Strait Island people

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Relevant post graduate qualification

Personal Abilities/Aptitudes/Skills:

- Research skills
- Family therapy

Experience

- Experience in a palliative care or oncology setting
- Experience in the development and delivery of psychosocial support services in a multi-disciplinary setting
- Experience in facilitating support groups
- Experience in conducting research in a health care setting
- Experience in the provision of education

Knowledge

- Knowledge of community services and agencies within the CALHN region
 - Knowledge of Palliative Care providers
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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 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.

Division/ Department:

Central Adelaide Palliative Care Service (CAPCS) is part of the Specialty Medicine 2 Clinical Program of CALHN. Its purpose is to ensure that, in line with the Palliative Care Services Plan, people resident in the Central Adelaide Local Health Network, regardless of disease, age and location, have consistent and reliable access to culturally appropriate best quality end of life care.

Values and behaviours

Central Adelaide Local Health Network Values

Our values, together with our vision 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

Behaviours

People first

- 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.

Ideas 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: