



## ROLE DESCRIPTION

<b>Role Title:</b>	Social Worker		
<b>Classification Code:</b>	AHP2	<b>Position Number</b>	M48062
<b>LHN/ HN/ SAAS/ DHA:</b>	Central Adelaide Local Health Network (LHN)		
<b>Site/Directorate</b>	Mental Health Clinical Program (MHCP)		
<b>Division:</b>	Eastern Mental Health Service		
<b>Department/Section / Unit/ Ward:</b>	Hallett CMHT		
<b>Role reports to:</b>	Operationally: Team Manager for site/service Professionally: Principal Social Worker		
<b>Role Created/ Reviewed Date:</b>	8/7/2022		
<b>Criminal History Clearance Requirements:</b>	<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)		
<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>
<p>The Central Adelaide Local Health Network (CALHN) Mental Health Clinical Program is made up of a range of multidisciplinary teams providing recovery-focussed clinical services to consumers. These teams include inpatient and sub-acute, community and rehabilitation teams in youth, adult and older persons' services.</p> <p>Working as a part of a multi-disciplinary team, the Social Worker (AHP2) is accountable for the provision of team and discipline specific evidence-based services with the aim of improving consumers' clinical outcomes. The Social Worker demonstrates a proficient level of mental health professional knowledge and skill and participates in educational, quality and service improvement and planning activities.</p> <p>As a mental health clinician, the Social Worker undertakes care coordination and is responsible for the delivery of a range of clinical activities including acute mental health and psychosocial assessments, care planning and clinical review, consistent with the Model of Care and Service Plan. The Social Worker will complete a range of skilled recovery-focused services include specialist Social Work psychosocial and family assessments and interventions, rehabilitation, emergency assessment, acute services, crisis intervention, assertive care and clinical support. The Social Worker will contribute to the development of formulations, as well as developing, implementing and monitoring specialised and targeted interventions to support the achievement of the consumer's clinical goals and to improve psychosocial functioning.</p> <p>Consistent with the relevant Model of Care and Service Plan, the Social Worker works collaboratively with consumers, families and carers with the aim of maximising wellbeing, assisting stabilisation of mental health and building capacity for self-management to enable maintenance of</p>

community tenure. The Social Worker will work with other staff within the team and the community and liaise closely with a network of stakeholders concerned with the delivery of services to mental health consumers.

This role may also provide opportunities for the Social Worker to participate in the evaluation of clinical services and undertake appropriate education and research activities.

#### **Direct Reports:**

- Accountable to the Team Manager for functional/operational responsibilities.
- Responsible to the Principal Social Worker, MHCP via the Senior Social Worker for their professional practice and development and will participate in professional supervision with the Principal Social Worker or delegate.
- From the second year of practice the Social Worker will be required to provide professional/clinical supervision to undergraduate and post-graduate Social Work students. The Social Worker may provide supervision to AHP1 Social Workers and support to Allied Health Assistants.

#### **Key Relationships/ Interactions:**

##### Internal

- The Social Worker works in a multidisciplinary team and operationally reports to the local site manager.
- The Social Worker is accountable to the Principal Social Worker through the Senior Social Worker for professional practice.
- The Social Worker will engage in professional clinical supervision with the delegated Social Worker.
- The Social Worker accepts direction from multidisciplinary senior staff as appropriate.
- The Social Worker accepts direction from the Head of Unit in care planning when diagnostic ambiguity and conflicting clinical opinion are affecting ongoing consumer care.
- The Social Worker maintains close collaborative working relationships with colleagues in the multi-disciplinary team and other health professionals.

##### External

- The Social Worker develops and maintains co-operative and productive working relationships with diverse stakeholders to ensure integrated service delivery, including: multi-disciplinary staff from external agencies, colleagues in other regions of SA Health, mental health teams and services, including primary health care, universities and the Australian Association of Social Workers.

#### **Challenges associated with Role:**

Major challenges currently associated with the role include:

- Broad range of mental health clinical conditions to be assessed and treated.
- Working with people with complex and specialised needs.
- Completing Social Work individual and program responsibilities.
- Discharge planning in complex clinical situations and high pressured work environment.

<b>Delegations:</b>
<p><b>Delegated Level:</b> N/A</p> <p><b>Staff supervised:</b> Direct  Will be required to provide professional/clinical supervision to undergraduate and post-graduate Student Social Workers.  May be required to supervise AHP1 Social Workers.  May be required to support to Allied Health Assistants.</p>
<b>Special Conditions:</b>
<ul style="list-style-type: none"> <li>• 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>.</li> <li>• 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.</li> <li>• 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).</li> <li>• Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.</li> <li>• 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.</li> <li>• 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.</li> <li>• Hours of duty will be in accordance with provisions of the <i>SA Public Sector Enterprise Agreement: Salaried 2021</i>.</li> <li>• May be required to work within other locations of the Central Adelaide Local Health Network.</li> <li>• Must undertake supervision and professional development activities consistent with AASW's standards and requirements.</li> <li>• Required to comply with and meet SA Health's credentialing requirements including participating in supervision and continuing professional development.</li> <li>• Must have a current, valid and unencumbered South Australian driver's license and willingness to drive a government plated car.</li> <li>• Intrastate travel may be required.</li> <li>• Will be required to travel between locations and work within community settings and within the consumer's own environment within the metropolitan region.</li> <li>• May be required to undertake a health assessment prior to commencement.</li> <li>• May be required to be rostered and to work ordinary hours over five, six or seven days of the week and/or work reasonable overtime, and to participate in an on-call roster, including out of</li> </ul>

hours / weekend work, undertake shift coordination, duty work and rapid response. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.

### 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 both CALHN and the broader 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. Our Reconciliation Action Plan guides, supports and holds us accountable as we uphold our values and focus on making reconciliation a reality. The plan can be found at [centraladelaide.health.sa.gov.au](http://centraladelaide.health.sa.gov.au).

### **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><b>The Social Worker will provide professional high quality consumer care by:</b></p>	<ul style="list-style-type: none"> <li>• Undertaking assessments and planning positive outcome-focussed interventions with each consumer within a caseload.</li> <li>• Undertaking a clinical case load and providing individual care coordination to consumers with complex and specialised needs.</li> <li>• Undertaking complex casework that may include individual, family and interpersonal counselling, family work, grief counselling, brief interventions and crisis interventions.</li> <li>• Undertaking skilled specialist social work assessments and interventions and planning positive outcome-focussed interventions with each consumer within a case load or as part of a Social Work Clinic.</li> <li>• Developing therapeutic environments which value and accommodate the consumer's lived experience in rehabilitation planning.</li> <li>• Supporting consumers in structuring their day and in accessing appropriate social, educational, vocational and recreational activities.</li> <li>• Teaching the client to identify warning signals of relapse.</li> <li>• Within own scope of practice and understanding, assisting the consumer in gaining an understanding of the role of medication.</li> <li>• Developing meaningful psychosocial interventions and educational programs for individual consumers according to own knowledge base and individual skill.</li> <li>• Contributing to timely planned and outcome focussed admissions of appropriate duration if required by consumers.</li> <li>• Delivering non-discriminatory treatment and support that is sensitive to the social and cultural values of the consumer, the consumer's family and carers and the community.</li> <li>• Providing or arranging services which develop the consumer's living skills and enhance capacity for independence and community tenure.</li> <li>• Liaising with and engaging the assistance of other disciplines when necessary to contribute to the care and recovery of the consumer.</li> <li>• Providing sound education and support to consumers, families and/or their carers about mental health and related issues.</li> <li>• Demonstrate the utilisation of Social Work best practices.</li> <li>• Monitor and review clinical and Social Work outcomes.</li> <li>• Participating in handovers, clinical reviews and transfer of care processes.</li> <li>• Disseminating information on rights, benefits and services as appropriate.</li> <li>• Supporting consumers in acquiring and maintaining safe, secure and affordable housing.</li> <li>• Supporting consumers in applications to address psychosocial and support needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide social work consultation on psychosocial matters to the multidisciplinary team and service providers to meet the mental health needs of the consumer.</li> <li>• Ensuring practice is in accordance with the Mental Health Act, the Guardianship and Administration Act and discharging mandatory and statutory reporting requirements.</li> <li>• Undertaking team responsibilities such as a shift coordinator, duty worker, rapid response worker and/or booked assessments as delegated.</li> <li>• Developing, implementing and evaluating discipline specific programs utilising Social Work expertise.</li> </ul>
<b>Work effectively with families and carers by:</b>	<ul style="list-style-type: none"> <li>• Ensuring that family and carer input is recognised and their needs addressed.</li> <li>• Offering opportunities to be involved in program planning.</li> <li>• Taking into account social and cultural diversities to ensure access to and utilisation of culturally specific services.</li> <li>• Recognising and planning for the needs of children who have a parent with a mental illness and partnering with child and adolescent services and the Dept for Child Protection (DCP) as appropriate.</li> </ul>
<b>Provide continuity of care and support for the consumer through mental health and wider health and social systems by:</b>	<ul style="list-style-type: none"> <li>• Providing support and inreach to consumers across the services requiring social work services as required or delegated.</li> <li>• Providing services to consumers which promote and facilitate the use of supports available at the local community level and which take into account social and cultural diversities.</li> <li>• Linking with and co-ordinating an appropriate range of resources and specialist and general services.</li> <li>• Advocating for and negotiating on behalf of the consumer with relevant internal and external groups/services.</li> <li>• Communicating with other mental health professionals when consumers move across the regional boundaries.</li> <li>• Ensuring management of clinical requirements of consumers participating in groups, eg management of clinical issues if they occur, providing support and oversight for program staff regarding clinical management.</li> <li>• Ensuring clinical records and statistical information reflect accuracy, consumer participation and progress and are kept up to date.</li> </ul>
<b>Participate in community development and educational activities by:</b>	<ul style="list-style-type: none"> <li>• Responding to requests to provide mental health consultation, information and education.</li> <li>• Providing consultation, information and educational activities within local communities and with service providers which raise awareness of the needs, treatment and other issues associated with mental illness.</li> <li>• Liaising and collaborating with other agencies, health care professionals and service providers to determine how to best meet the needs of people who have a mental health problem and ensure best outcomes for consumers.</li> <li>• Participating in the assessment of community needs and resources to identify gaps in service provision and work in</li> </ul>

	consultation with the team, stakeholders and others to strategically address these gaps.
<b>Work as an effective member of a multidisciplinary team by:</b>	<ul style="list-style-type: none"> <li>• Being actively involved in formulating team aims and objectives and contribute towards the attainment of them.</li> <li>• Participating in handovers and clinical reviews.</li> <li>• Participating in staff development sessions as well as facilitating and when appropriate provide education and staff development programs to contribute to learning in the workplace.</li> <li>• Working with other team members to resolve conflict situations.</li> <li>• Providing social work expertise, consultation and professional advice to assist in managing consumer care and planning transfer of care.</li> <li>• Providing consultation, modelling and support to team members to integrate the psychosocial approaches into practice.</li> <li>• Participating in communication forums within the team and the service.</li> <li>• Ensuring respectful communications and behaviours to achieve positive outcomes and relationships.</li> <li>• Facilitating orientation and induction for new staff members as required.</li> <li>• Participating in team and organisational groups to address identified service gaps and coordinate strategies to address them.</li> </ul>
<b>Use, enhance and maintain Social Work skills, resources and professional practice by:</b>	<ul style="list-style-type: none"> <li>• Promoting Social Work philosophy, principles, ethics and values in all aspects of professional practice.</li> <li>• Participating as a member of the Social Work disciplinary group, in Social Work projects and meetings as directed.</li> <li>• Utilising the best available evidence to support professional practice.</li> <li>• Adopting a proactive approach to developing and maintaining contemporary knowledge and skills in Social Work.</li> <li>• Utilising a range of relevant Social Work practice models.</li> <li>• Actively participating in formal professional Social Work supervision consistent with AASW and SA Health standards.</li> <li>• Reflecting critically on own professional practice.</li> <li>• Collecting required data to evaluate service effectiveness</li> <li>• Providing clinical support, supervision and training to Social Workers (AHP1) and Social Work students.</li> <li>• Organising and attending staff in-service educational programs.</li> <li>• Participating in ongoing professional development.</li> <li>• Attending mandatory in-service programs.</li> <li>• Collecting required data to evaluate service effectiveness.</li> </ul>
<b>Undertake implementation of quality improvement and the collection, monitoring and evaluation of key</b>	<ul style="list-style-type: none"> <li>• Monitoring and evaluating intervention outcomes.</li> <li>• Being involved in continuous quality improvement and other relevant research and evaluation activities to promote service development and quality improvement.</li> <li>• Undertaking Social Work quality improvement activities as directed by management and the Principal Social Worker.</li> </ul>



<p><b>performance indicators by:</b></p>	<ul style="list-style-type: none"> <li>• Assisting in the development of and achieving key performance indicators for critical activities, consistent with quality improvement programs.</li> <li>• Assisting in the identification, establishment and review of corporate and departmental performance standards and outcomes.</li> <li>• Contributing to the development and review of policies and guidelines.</li> <li>• Engaging in the organisation's accreditation process.</li> </ul>
<p><b>Ensure the activities and environment of the CALHN are safe for staff, consumers, their families and carers, and the community by:</b></p>	<ul style="list-style-type: none"> <li>• Maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation and Respectful Behaviour Policy, which ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.</li> <li>• Complying with the Occupational Health Safety and Welfare Act, 1986;</li> <li>• Complying with the occupational health, safety and welfare policies and procedures, including             <ul style="list-style-type: none"> <li>○ Mental Health Clinical Program policies and procedures</li> <li>○ promotion of safety for consumers, their families and carers, and the community;</li> <li>○ staff training in understanding of appropriate safety responses to aggression and other difficult behaviours</li> <li>○ protection of consumers from abuse and exploitation</li> <li>○ Ensuring that occupational health, safety and welfare are taken into account in all planning and operational considerations</li> <li>○ Consulting with Health and Safety Representatives on matters directly affecting health, welfare and safety through hazard identification, evaluation and control;</li> <li>○ Reporting all accidents, incidents and near misses</li> <li>○ Participating in the CALHN Integrated Risk Management Program</li> <li>○ Taking care to protect and promote health, safety and welfare in the workplace;</li> <li>○ Taking care to avoid adversely affecting the health, safety or welfare of any other person through any act or omission in the workplace;</li> <li>○ Obeying any reasonable instruction that the employer may give in relation to health, safety or welfare at work eg. use any equipment provided for health and safety purposes.</li> </ul> </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:**

- Ability to apply professional judgement to routine and increasingly complex work situations.
- Ability to undertake skilled evidence-based social work assessments including psychosocial, family, safety and housing assessments, to enhance a consumers' recovery and meet complex needs.
- Ability to undertake comprehensive biopsychosocial mental health assessments with consumers presenting with high or complex needs, including, consumer needs analysis, mental state examinations, recognition of side-effects from medication and risk assessment.
- Skilled in engaging with consumers who have complex mental health and psychosocial needs.
- Ability to work collaboratively with consumers, carers, other agencies and community services to develop care plans and co-ordinate comprehensive service provision for consumers who have enduring and complex needs.
- Competent in undertaking evidenced-based Social Work assessments, interventions, consultations and to evaluate Social Work outcomes.
- Ability to interpret legislation, regulations and other guidelines relevant to Social Work and Mental Health.
- Ability to engage in Social Work supervision, reflective practice and demonstrate an awareness of own limitations.
- Commitment to ongoing development of clinical and professional knowledge and skills including the use of accepted evidence-based practices and approaches.
- High motivation and ability to work without direct supervision, apply professional judgement and make sound decisions.
- Proven ability to work cohesively within a multidisciplinary team whilst maintaining a clear social work role and identity.
- Ability to participate in and foster teamwork and cooperation between work units, cooperate and participate in a multidisciplinary setting.
- Skills in negotiation and conflict resolution.
- Organisational skills including the ability to prioritise work, effectively manage time, meet deadlines, problem solve, negotiate, be flexible and adaptable and demonstrate initiative.
- Ability to communicate effectively (verbally and in writing) with consumers, carers, staff and relevant others, and to provide timely, accurate, legible and complete clinical records and workload data.
- Ability to provide professional social work supervision, support and oversight of AHP1 Social Workers, Social Work students and Allied Health Assistants.

## **Experience**

- Sound experience working with consumers who have a serious mental illness and/or disability and complex clinical situations and their families and carers within community and inpatient settings, with reduced professional supervision.
- Experience in a broad range of Social Work assessment tools and utilising sound clinical judgement to formulate recovery-orientated rehabilitation plans.
- Experience in development and maintenance of therapeutic working relationships with consumers who have enduring and severe disability and complex needs, their families and carers.
- Experience in collaborative development, implementation and effective evaluation of planned interventions for consumers with complex needs.
- Demonstrated clinical experience in Social Work mental health practice.
- Extensive experience in accessing and negotiating with community services.
- Successful participation in a high paced multidisciplinary environment.
- Experience managing complex clinical situations.
- Experience in the use of information technology including email and word processing.

## **Knowledge**

- Sound understanding of the specific needs and issues relating to people with a mental health issue and their carers.
- Sound knowledge of the AASW Code of Ethics, Practice Standards for Mental Health Social Workers and supervision standards.
- Sound knowledge of a range of current social work theories and techniques which may include strengths-based interventions, counselling, crisis intervention, family therapy, group work and community interventions.
- Knowledge of the comprehensive and complex individualised psychosocial needs of consumers within inpatient and community settings.
- Knowledge of principles, processes and environments that support recovery.
- Knowledge of current psychiatric diagnostic and classification systems and assessment tools.
- Knowledge of current psychiatric medications and management including indications, common dosages, side-effects, special precautions, drugs of abuse.
- Knowledge of risk management and application in the workplace.
- Sound understanding of key issues relevant to Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds.
- Knowledge of the Mental Health and other relevant legislation, State and National Mental Health plans and strategic directions relating to services for people with mental health.

## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications:**

- Relevant additional qualifications in a specialised area of mental health care or relevant area of social work.
- Accreditation as a Mental Health Social Worker.
- Training or postgraduate qualifications in relevant clinical, supervisory or management theory or skills.

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

- Evidence of advanced skills in a specialised area of mental health care.
- Demonstrated ability in planning and implementing positive changes to service quality delivery.
- Demonstrated interest in developing leadership and management skills especially in regard to implementing quality activities and contributing to service development and research.
- Skills in evaluation or research methods, project management and stakeholder negotiation.

### **Experience**

- Extensive experience working collaboratively with consumers, carers, community mental health teams and other agencies and community services and within community and/or inpatient setting.
- Experience in clinical care coordination and case management models.
- Experience in the clinical teaching and supervision of staff and or students and team management.
- Experience in quality improvement activities or research projects.

### **Knowledge**

- Understanding of quality management principles and procedures.
- Knowledge of evaluation and research methods.
- Knowledge of community resources, formal and informal, relevant to people with severe mental health disorder and disability.

## **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](http://centraladelaide.health.sa.gov.au).

### **Mental Health Clinical Program:**

The CALHN Mental Health Clinical Program (MHCP) provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Services and at a range of community sites. Services are available for people from 16 years. The MHCP partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health, administration and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

### **Mental Health Clinical Program:**

The CALHN Mental Health Clinical Program (MHCP) provides comprehensive inpatient and community based mental health care to people living within the CALHN catchment area. Services are located in the two general hospitals, at Glenside Health Services and at a range of community sites. Services are available for people from 16 years.

The MHCP partners with multiple government and non-government services in the coordination of treatment and support services. The service is multidisciplinary and employs a range of medical, nursing, allied health, administration and lived experience workers. The service is committed to the genuine engagement of consumers and carers as partners in service delivery.

## 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

*People first*

#### Behaviours

- 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:**