



ROLE DESCRIPTION

Role Title:	Social Worker		
Classification Code:	AHP2	Position Number	
LHN/ HN/ SAAS/ DHA:	Central Adelaide Local Health Network (LHN)		
Site/Directorate	CALHN Allied Health		
Division:	Allied Health		
Department/Section / Unit/ Ward:	Social Work		
Role reports to:	Principal Social Worker CALHN		
Role Created/ Reviewed Date:	March 2023		
Criminal History Clearance Requirements:	☐ Aged (NPC) ☒ Working With Children's Check (WWCC) (DHS) ☐ Vulnerable (NPC) ☒ General Probity (NPC)		
Immunisation Risk Category:	☒ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☐ Category C (minimal patient contact)		

ROLE CONTEXT

Primary Objective(s) of role:
The AHP2 Social Worker is responsible for maximising the psycho-social adjustment of patients and their families through the application of Social Work knowledge and skills, and through sharing skills and knowledge with other staff. This includes attending and actively participating in multi-disciplinary clinical activities such as ward rounds and meetings, and undertaking data collection and reporting as required. The incumbent uses skills and knowledge to provide assessment and interventions through consultation, counselling, liaison and educational services within CALHN and in the community. The AHP2 Social Worker works to effectively achieve optimum outcomes for patients, families and carers by utilising organisational and community resources, and operating within the Single Service, Multiple Site model. The incumbent participates in quality improvement activities and research projects as required/ instructed to support best practice and to optimise service delivery and outcomes.
Direct Reports:
NIL
Key Relationships/ Interactions:
<u>Internal</u> Accountable to the Department Director through the Senior Manager and Principal Social Worker. Works within Social Work CALHN and collaboratively within a multidisciplinary team, including medical, nursing, allied health and administration staff.

External

Works collaboratively with relevant community agencies

Required to participate in across site activities and contribute to the development of social work services

Challenges associated with Role:

Major challenges currently associated with the role include:

- Ensuring professionally currency with research and contemporary Social Work Psychosocial evidence-based approaches and their practical application where there are multiple complexities, and diverse cultural backgrounds
- Capability to work in an area of service delivery where complex decisions have to be made with a high level of autonomy, within tight timeframes and with high work demands and pressure.
- Maintain a high level of personal resilience
- Capability to work in a highly flexible manner that supports the changing service provision needs of CALHN.

Delegations:

Delegated Level NIL in accordance with CALHN's Delegation of Authority Document

Staff supervised: Direct NIL Indirect NIL

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.
- Travel between CALHN sites is required.

- Required to work in CALHN services outside of one's normal portfolio during certain circumstances e.g. during periods of reduced staffing.
- The incumbent will be rostered to work ordinary hours over five, six or seven days of the week and/or work reasonable overtime, including out of hours/weekend work. Roster arrangements may be reviewed/varied, in order to meet organisational requirements.
- *To provide placements for Social Work students where they are offered opportunities to observe and participate in all aspects of social work in a tertiary and community healthcare settings*

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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible for the provision of a high quality, patient centred Social Work Service	• Provide evidence based social work services which are underpinned by a framework of professional accountability. • Demonstrate a high level of competence in psychosocial assessments and intervention plans using a range a therapeutic skills. • Ensure appropriate assessment and evaluation of patients' psycho-social and environmental needs by working collaboratively with patients and families. • Analyse complex problems and implement solutions utilising a range of services and resources with regard to discharge planning. • Demonstrate ability to utilise a priority system when undertaking Social Work interventions. • Undertake data collection, evaluation and reporting for the purpose of ensuring continuous improvement of clinical services • Develop collaborative relationships within the multi-disciplinary team to ensure effective patient care. In addition provide consultation and education on psychosocial issues to other members of the multi-disciplinary team. • Work flexibly across teams to ensure a prioritised approach to patient care. • Actively participate in the development of the service in line with departmental quality improvement plans and activities. • Maintain clinical documentation records in accordance with organisational policy • Undertake data collection according to organisational requirements • Attend and actively participate in multidisciplinary clinical activities such as ward rounds and meetings • Delegate appropriate tasks to allied health assistants and AHP1 staff and ensure delegated tasks are performed safely and effectively. • Contribute to the consultation processes with consumers/clients and staff to identify quality improvement projects/programs that promote best practice
Responsible for contributing to the effectiveness and efficiency of the social work service.	• Contribute to establishing and reviewing best practice clinical guidelines, process/ audits as part of quality improvement processes • Articulate a clear role for social work within the clinical team, and actively participate in working parties/communities representing the social work department and advocate for patient/ family needs • Model high standards of professional conduct • Assist as appropriate with educational resource material and/or research • Undertake a lead role within the treating team in relation to complex psychosocial problems and interventions

	• Act as a resource and advisor for other staff in relation to social issues for patients and their families • Actively participate in the development, monitoring and evaluation of the effectiveness of social work services • Represent the Social Work department at meetings, working parties or workshops as required/ delegated
Responsible for ensuring personal professional development and for actively contributing to the education requirements of staff and students as delegated	• Demonstrate commitment to increasing knowledge base and clinical expertise through participation in professional development activities and actively seeking opportunities to continue to acquire complex practice expertise • Attain professional competencies to a standard agreed with management and as designated by the Department Director • Develop and deliver training and education to others including other Social Workers, the multi-disciplinary team and other relevant stakeholders • Provide professional supervision, mentoring and support to AHP1 social workers, Allied Health Assistants and students to ensure high level of service delivery and health care in accordance to relevant policies, practices and procedures where relevant • Contribute to professional research, both interdisciplinary and single discipline as required • Provide professional/ technical education programs to Social Work staff, multi-disciplinary staff, students and others • Undertake supervision of students
Responsible for consistent and high standard contribution to an effective team environment, positive culture and safe working environment.	• Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity Legislation which ensures all employees in the workplace are treated in a fair and equitable manner. • Contribute toward the provision of a safe and healthy work environment for self and others • Undertake duties as required as part of a single service, multiple site model which will require movement across sites and/or teams. • Actively contribute and participate as a member of the team • Participate in cross site activities and contribute to the development of social work services • Participate actively in quality improvement, professional development and peer review to ensure continuous professional improvement • Participate actively in team meetings • Contribute positively to the development of a strong team culture • Contribute to planning activities and implementation

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:

- Strong organisational skills, ability to achieve timely outcomes
- Ability to prioritise work appropriately.
- Ability to work collaboratively and effectively as part of a multi-disciplinary team
- Strong collaboration skills with an ability to generate trust.
- Ability to foster a culture that values critical thinking and problem solving, and encourages constructive feedback, engagement, respectful behaviour, inclusion and diversity at all levels
- Demonstrated ability to work independently and with minimal supervision.
- Highly developed written and verbal communication skills, ensuring effective communication with staff, patients, families, carers and community agencies
- A high level of competency in formulating plans, developing strategies, achieving objectives, and evaluating outcomes.
- Willingness to develop specialised skills and knowledge in an area of Social Work.
- Ability to maintain an awareness of health issues and trends, and how they can affect patients in an acute care setting, and knowledge of factors influencing current health policy.
- Provide a high level of professional competence by being a resource person for Social Work colleagues, including students and other members of the multi-disciplinary team.
- Ability to exercise accountability by taking personal responsibility for job outcomes and team culture, and encouraging others to do the same.
- Willingness and ability to work safely and effectively across all services in CALHN when required

Experience

- Relevant experience as a Social Worker in Health Services
- Experience managing and appropriately responding to competing and high service demands
- Ability to promote credibility and professionalism within and outside the Social Work profession

Knowledge

- Highly developed knowledge of Social Work theories, methodologies and evidenced based practice e.g. crisis intervention, brief intervention counselling.
- Highly developed knowledge of community services and resources relevant to CALHN patient populations

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- Relevant Post graduate qualifications

Personal Abilities/Aptitudes/Skills:

- Ability to manage own personal response to working with clients/ families
- Demonstrated expertise in contributing to the advancement of Social Work practice through research projects, involvement in policy and planning for the department, and active participation in the ongoing development of improved service delivery.

Experience

- Experience in hospital social work in the acute setting
- Experience in student supervision
- Experience in research

Knowledge

- Knowledge of trauma theory.
- Knowledge of crisis intervention theory
- Knowledge of research techniques
- Highly developed knowledge of evaluation and assessment techniques

Organisational Context

Organisational Overview:

Our mission at SA Health 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 Care 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:

CALHN is one of five Local Health Networks (LHNs) in South Australia established in July 2011. 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 Imaging, Pathology and Pharmacy, 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, we face a significant challenge in achieving financial sustainability. A quality-assured financial recovery plan has been developed to meet these challenges. Through effective leadership and change management, the plan which is applicable to all Directorates and departments, will be implemented over the next three years.

Division/ Department:**Allied Health Directorate:**

The Allied Health Directorate provides management and governance for allied health services across Central Adelaide LHN. Allied health professionals are a key part of the clinical team delivering a range of clinical, diagnostic and support services in hospital, ambulatory and community health settings. Allied health is a collective term for a number of professional groups each with distinct identities, educational pathways, and professional registration or membership requirements.

The Allied Health Directorate consists of discipline based departments operating across Central Adelaide campuses, the Reform and Quality Unit as well as hosting a number of specialist functions such as the Aboriginal and Torres Strait Islander Liaison Unit, The Wellness Centre and Healthcare Chaplains.

At present allied health incorporates the following professions: Art Therapy, Audiology, Dietetics, Exercise Physiology, Music Therapy, Occupational Therapy, Orthotics & Prosthetics, Physiotherapy, Podiatry, Psychology, Social Work, Speech Pathology, allied health assistant and adjunct roles.

The Allied health Directorate also provides professional support for allied health staff and services governed by other parts of Central Adelaide and work closely with the Clinical Directorates across Central Adelaide.

The Allied Health Directorate administers approximately \$30M and employs around 600 staff.

Social Work:

Social Work services in CALHN are a professional and academic discipline within the LHN with a range of broad and diverse roles. The services are integrated across acute, subacute, mental health and community settings, forming strong and supportive team.

Social Workers in CALHN work with individuals, families, groups and communities. Work focuses on improving an individual's wellbeing and identifying and addressing issues that may impact on this or looking at larger, systemic issues that relate to disadvantaged or vulnerable groups and communities.

Social Workers work across campuses and services in CALHN and undertake roles in case management, discharge planning, counselling, advocacy, community engagement, education and research.

Values

Central Adelaide Local Health Network Values

Our shared values confirm our common mission by promoting an organisational climate where the patient's needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. These values guide our decisions and actions.

Patient Centred:	Our patients are the reason we are here and we will provide the best service to our patients and customers
Team Work:	We value each other and work as a team to provide the best care for our patients
Respect:	We respect each other, our patients and their families by recognising different backgrounds and choices, and acknowledging that they have the right to our services
Professionalism:	We recognise that staff come from varied professional and work backgrounds and that our desire to care for patients unites our professional approach to practice

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:** _____