



ROLE DESCRIPTION

Role Title:	Senior Social Worker - ICU/Surgery
Classification Code:	AHP3
LHN/ HN/ SAAS/ DHA:	SA Health - Northern Adelaide Local Health Network
Hospital/ Service/ Cluster	NALHN including Lyell McEwin Hospital and Modbury Hospital
Division:	Allied Health
Department/Section / Unit/ Ward:	Social Work Allied Health
Role reports to:	Senior Manager Social Work
Role Created/ Reviewed Date:	
Criminal and Relevant History Screening:	☐ Aged (NPC) ☒ Working with Children Check (WWCC) ☒ Vulnerable (NPC) ☐ General Probity (NPC)
Immunisation Risk Category Requirements:	☒ 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 Senior Social Worker - ICU/Surgery is responsible to the Senior Manager of Social Work for the development, implementation, coordination and evaluation of quality Social Work services for patients of the Northern Adelaide Local Health Network (NALHN), particularly in the clinical areas of Intensive Care, High Dependency and general Surgery.

Working in conjunction with other Social Work members and other health professionals the Senior Clinician optimises patient functional and health outcomes in this specialty area. As a highly skilled and competent clinician in the areas of ICU and Surgical Social Work, the incumbent delivers quality services and provides clinical leadership within the acute hospital services, providing support and supervision to less experienced staff.

Key Relationships/ Interactions:

- > Reports to the Senior Manager Social Work with regard to professional and clinical service issues.
- > Works collaboratively with other members of their discipline and of multi-disciplinary teams.
- > Liaises with other health professionals, service providers and the community.
- > Responsible for the training and supervision of other health professionals and students as required.
- > Deputises for the Senior Manager as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing a busy workload and competing demands requiring the ability to organise and prioritise workload and time including helping to train new staff and students.
- > 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.
- > Able to manage own wellbeing in relation to working with death and dying.
- > Managing complex family meetings.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Responsible, in consultation with the Senior Manager Social Work for the development and provision of high quality Social Work services that are patient centred and maximise functional / health outcomes:	> Providing leadership, consultancy and advice to management and other health professionals on service delivery, development and practice within Social Work services. > Developing, reviewing and evaluating clinical protocols, policies, procedures and resources within a best practice framework within a service stream. > Actively participating in and / or co-ordinating multi-disciplinary service team projects, quality activities, research and evaluation programs within the site and / or region. > Coordinating continuous quality improvement, research and / or service development activities to improve services and ensure quality patient outcomes. > Collection and entry of required data sets and participating in the review and evaluation of this as required. > Management and maintenance of equipment and supplies in a cost effective manner. > Acting as a resource in their area of expertise.
Provide highly skilled clinical Social Work services to maximise functional health outcomes of inpatients and outpatients:	> Assessing and implementing intervention / treatment programs that reflect best practice guidelines. > Ensuring documentation is consistent with service policy and practice. > Providing information to patients, families, carers and community services. > Undertaking comprehensive discharge planning in conjunction with other team members. > Maintaining and developing clinical and professional knowledge and skills.
Contribute to the effective management of human resources within Social Work services:	> Participating in the recruitment and selection of staff. > Implementing staff orientation programs, development plans and training programs. > Providing professional clinical supervision and contributing to the education activities of other health professionals. > Conducting performance management of designated staff, including career planning and development.
Contribute to the educational and research culture of Social Work services:	> Undertaking clinical training and educational activities including the development of training resources. > Liaising with educational providers regarding educational outcomes of clinical placements. > Providing training and supervision to students on placement. > Acting as a mentor and clinical supervisor.

	> Participating in appropriate interdisciplinary projects, quality activities, research and evaluation programs. > Conducting education sessions for a range of staff within the hospital.
Contribute to the delivery and management of efficient work practices and a culture of continued quality improvement:	> Participating in, and facilitating the delivery of, collaborative team work and effective continuous learning and professional development. > Actively participating in continuous Quality Improvement activities, including the identification of performance standards and increased efficiencies.

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:

- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health and Safety Act 2012 (SA), utilising AS/NZS ISO 31000:2009 Risk Management- Principles and Guidelines, or to an equivalent set of standards.
- > Demonstrated high level competency and extensive knowledge in Acute Care Social Work, ICU and Surgery assessment and treatment techniques with a broad range of Social Work clinical skills.
- > Demonstrated high level interpersonal skills including negotiation, consultation and conflict resolution skills.
- > Demonstrated ability to establish and maintain effective networks and partnerships with a broad range of culturally diverse clients and stakeholders, including patients and their families, community services / agencies and other service providers, within a multi-disciplinary setting.
- > Demonstrated high level verbal and written communication skills including the ability to prepare concise, accurate and timely clinical reports and data.
- > Demonstrated skills and abilities in leadership; supervision of staff; flexibility; working independently and within an inter-disciplinary team; managing variable workloads and competing priorities; and adapting to changing service provision needs.
- > Demonstrated ability to perform the physical demands of the position and to utilise sound manual handling practices.
- > Demonstrated commitment to improve personal and professional skills through self-directed learning and evaluation in line with LHN objectives.

Experience

- > Extensive recent experience in clinical management within the ICU/Surgery acute service area Social Work, including program evaluation and service development, combined with a broad base of experience in Social Work practice.
- > Extensive proven experience in report writing and coordinating complex discharge planning, SACAT applications, facilitating family meetings, conducting Family Safety Framework Domestic Violence Risk Assessments (FSF), Child Protection, Paediatrics Assessments and Elder Abuse, homelessness, carer stress crisis assessments providing timely referrals and intervention to reduce patient risk before discharge.
- > Demonstrated experience in the effective development, implementation and evaluation of departmental policies and procedures relevant in a hospital setting.
- > Demonstrated experience in the use of Microsoft Office (including Word, Excel and database packages).
- > Proven experience in utilising as appropriate in an acute hospital clinical setting, different models of social work practice and interventions.
- > Knowledge of Medical Record Documentation legal requirements and ISBAR Clinical Handover.
- > Demonstrated experience at managing several complex high-risk patient cases at once whilst also guiding other staff about their clinical practice.
- > Demonstrated experience at appropriately referring to internal and external agencies and services using clinical social work practice analytic, clinical reasoning, skills and knowledge.

- > Demonstrated experience in the use of Microsoft Office (including Word, Excel and database packages).
- > Demonstrated experience reflecting on own daily practice with the aim to initiate innovative ideas for the ongoing improvement of the delivery of acute inpatient Social Work services.
- > Experience in entering and providing timely clinical and non-clinical data input, preparing monthly reports with written results about any relevant Key Performance Indicators being monitored.
- > Proven experience providing trauma informed care practice with patients /families from different cultural, religious and spiritual backgrounds.
- > Experience adapting social work practice as appropriate to work together with Aboriginal and Torres Strait Islander patients/families, and Ngangkari support services.
- > Demonstrating the ability to receive and provide constructive effective professional practice feedback including in relations to wider systems and during reflective practice discussions.

Knowledge

- > Understanding of Work Health and Safety principles and procedures.
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Knowledge of continuous Quality Improvement principles and methods.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Postgraduate qualification in a field relevant to Social Work grief, loss trauma social work.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated commitment to excellence and innovation in work practices.
- > Demonstrated commitment to the translation of research evidence into practice.

Experience

- > Proven experience in basic computing skills, including email and word processing.
- > Experience in undertaking Quality & Safety projects, research activities within an Allied Health context.
- > Experience working collaboratively with any diverse Spiritual Care /Religious Services.
- > Previous experience in research design, data collection, analysis, governance, ethics, writing skills, including grant applications / journal articles, research presentations, auditing professional practice.
- > Coordinating staff daily and attending hospital ward patient daily briefs and other meetings.
- > Use of SOAP Framework to document in clinical case notes.
- > Use of ISBAR Clinical Handover communication tool.
- > Working as required assisting the senior manager and other colleagues with specific nonclinical tasks.
- > Demonstrated experience in conflict consumer and staff successful management.
- > Proven experience managing social work students and direct clinical supervision of hospital staff.
- > Experience in tertiary acute hospital.

Knowledge

- > Demonstrated understanding and compliance with LHN Delegation of Authority.
- > Demonstrated clinical knowledge and practice relating to Child Protection, Family Safety Framework, Elder Abuse, MAPS, Domestic Violence, Homelessness, SACAT applications.
- > Demonstrated knowledge in relation to staff supervision models in practice.
- > Demonstrated ability to manage Family meetings and conflict resolution.
- > Knowledge of the Sunrise Medical Records Management system.

Other Details

- > A basic knowledge and understanding of various acute and chronic medical & psychological / social conditions & the associated medical terminology is an advantage.

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.

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: