POSITION DESCRIPTION – Alfred Health / The Alfred / Caulfield Hospital / Sandringham Hospital

DATE REVISED:

POSITION: Social Worker Grade 1 (Cancer Support Services, Gastro and Respiratory)

AWARD/AGREEMENT: HSUA 3 Enterprise Agreement

CLASSIFICATION TITLE: Social Worker (SC 1.2-1.7)

DEPARTMENT/UNIT: Social Work Service

CLINICAL PROGRAM: Allied Health

DIVISION: Allied Health

ACCOUNTABLE TO: Team Leader

ALFRED HEALTH

Alfred Health is the main provider of health services to people living in the inner southeast suburbs of Melbourne and is also a major provider of specialist services to people across Victoria. The health service operates three outstanding facilities, The Alfred, Caulfield, and Sandringham. Further information about Alfred Health is available at www.alfredhealth.org.au

OUR VALUES

Our staff are expected to demonstrate and uphold our values of:

    Integrity, Accountability, Collaboration and Knowledge

Our values provide the platform for the way we work and the decisions we make. Through this approach, our Vision and Mission are achieved.

PROGRAM SUMMARY

Alfred Health Allied Health Services comprises a number of allied health disciplines who provide patient centred care across all clinical programs that operate at Alfred Health. Allied health disciplines provide patient centred care that will aim to optimise physical, psychosocial, communication and cognitive functioning. To ensure that the allied health workforce is fit for purpose, there is a robust governance structure that provides oversight of staff & student education, research, workforce innovation and quality & safety.

The Allied Health Professional Practice Framework underpins the work of Allied Health at Alfred Health in contributing to Alfred Health’s purpose.
DEPARTMENT

The Social Work Service operates in accordance with the philosophy and goals of The Alfred. A focus on quality of life and participation in care is a primary goal of the Department.

Under the direction of the Manager, Social Work Services, the following services are provided:

- Social Work (Alfred and Sandringham)
- Pastoral Care
- Aboriginal Health (Alfred Health)

Social Work aims to identify and address the psychosocial impacts of illness and hospitalisation for patients and their families by providing a range of services which increase quality of life and participation in care. Social Work also assists patients and their families with a smooth transition from hospital to home.

Social Work provides a range of services including:

- Counselling
- Discharge planning
- Crisis interventions
- Bereavement counselling
- Family support
- Care coordination
- Making appropriate referrals
- Community liaison

Social Work provides services in a range of locations and clinical specialities including:

- Trauma - Emergency, ICU, Burns, TAC, Hyperbaric
- Infectious Diseases and HIV/AIDS
- Cardiology including Transplant and Cardiothoracic
- Cancer - Bone Marrow Transplant, Radiotherapy, Haematology and Palliative Care
• General Medical Units
• Aged care and Neurosciences
• Renal and Cystic Fibrosis

**POSITION SUMMARY**

The Social Worker is responsible for the provision of social work services to patients and their families/significant others including assessing the psycho-social functioning of patients, counselling, providing information on resources and services and facilitating effective patient discharge and community care. The worker will be required to practice in a multi-disciplinary environment and be able to liaise on issues relevant to patient care and discharge. The worker may be required to work in any unit areas as directed by the Team Leader. This role will sit in the Cancer Support Services and will provide psychosocial care to patients with a chronic illness and provide support to their families and carers.

**KEY SELECTION CRITERIA**

• Approved degree in Social Work and evidence of eligibility for membership of the Australian Association of Social Workers (AASW).

• Well developed social work skills as evidenced by qualification.

• A knowledge of current social work practices relevant to acute care and an ability to articulate theoretical basis for practice.

• Ability to exercise professional judgement and/or seek advice and consultation, where appropriate

• Ability to develop and foster collaborative working arrangements and strategic alliance with relevant services and organisations.

• Identifying priority areas of service and managing workload

• Ability to be a team player within the larger clinical service stream and work effectively with the Stream Leaders, stream members and the total Social Work Service.

• Excellent written and verbal communication skills.

• Knowledge of appropriate community services and how to access these to ensure best outcomes for Alfred patients.

• A sound knowledge and understanding of Drug and Alcohol & Homelessness responses and services and supports.

• An understanding of Cancer support services and the ability to provide counselling and support to patients and families with a new diagnosis of Cancer

• Experience in dealing with patients who have a chronic illness

• Evidence of involvement in and/or understanding of principles of research and evaluation.

**KEY RESPONSIBILITIES**

**Clinical**

• Provide casework services to designated units within a program area, including psycho-social assessments of patient and family functioning and linking these to treatment outcomes and developing intervention strategies.

**KPI**

*Achieve competency in Grade1, 80% of time spent in patient care*
Meet recommended range (15-20%) of CSM activity.

- Participate in the development of multi-disciplinary case management plans for patients and take responsibility for facilitating discharge planning, where appropriate.
- Liaise with other external agencies to co-ordinate, facilitate and communicate patient treatment and discharge planning.
- Evaluate and treat patients in line with professional and departmental standards of practice within a patient-centred environment.

**Quality & Research**

- Contribute to the implementation of quality assurance activities and program reviews both within the Social Work Service and the program area.

**KPI**

- **Undertake and / or participate in one quality project annually (Target 100%)**

**Supervision**

- Actively participate in formal supervision with supervisor and annual performance review as defined by departmental policy.
- Collect and maintain workload statistics and other departmental data to demonstrate throughput by quarterly review of workload data.

**KPIs**

- **Individual performance review and supervision plan in place for self**

**Other**

- Maintain adequate record of clinical practice in Hospital Medical Record in line with departmental standards of practice.
- Participate in Social Work developmental activities such as staff meetings and professional development issues.

**Improving Performance:**

- Promote appropriate standards of professional social work practice and maintain professional relationships within The Alfred through active liaison with Medical, Nursing, Allied Health staff, other ward and unit staff.
- Actively participate in special interest groups and departmental staff meetings.

**Administrative Requirements:**

- Comply with hospital and departmental policies and procedures (eg) staff performance management, prescribed social work documentation, supervision, attendance at clinical team meetings, unit meetings and timely accurate statistical recording.
- Participate in and contribute regularly to departmental in-service sessions.

**Other Duties and Responsibilities:**

- Other duties as directed consistent with the employer’s skill level and classification.
- Be aware of, and work in accordance with, Hospital policies and procedures including Occupational Health and Safety, Equal Employment and Confidentiality and Social Work Department policies, also ensuring staff and/or students under direct supervision are working within these guidelines.
• Adhere to the Social Work Department's core hours of work (8:30 – 5:00 p.m. Monday – Friday (as negotiated).

• Comply with departmental procedures relating to absence from work and time off the premises and active in utilization of movement sheet.

• Involvement in the Social Work After Hours On Call Service (AHOC) as appropriate.

**Quality, Safety, Risk and Improvement:**

• Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organizational quality and safety initiatives

• Follow organizational safety, quality & risk policies and guidelines

• Maintain a safe working environment for yourself, your colleagues and members of the public.

• Escalate concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify yourself.

• Promote and participate in the evaluation and continuous improvement processes.

• Comply with principles of Patient Centred Care.

• Comply with Alfred Health mandatory continuing professional development requirements.

• Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

**KPIs**

• *Annual attendance and participation in Emergency Procedures Training (Mandatory).*

• *Annual attendance and participation in Manual Handling Training, Falls Prevention and Hand Hygiene (Mandatory)*

**Other Requirements for all Alfred Health Staff:**

• Ensure compliance with relevant Alfred Health clinical and administrative policies and guidelines.

• Comply with relevant privacy legislation.

• Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Alfred Health.

• Comply with Alfred Health medication management and medication safety policies and guidelines.

**KEY CAPABILITIES**

**Capabilities:**

**Knowledge**

• Working knowledge of Acute and/or Sub acute Hospital systems and resources.

• Demonstrated sound base knowledge in Social Work theory and practice skills

• Information, communication and technology focused

• Effective communication and interpersonal skills; professional appearance and manner

• Commitment to ongoing professional development and continuous improvement.
• Ability to exercise professional judgement and seek advice and assistance when required/appropriate
• Able to give and receive constructive feedback
• Effective planning, problem solving, organisation and prioritisation skills

Attitude
• Customer focused
• Motivated and Enthusiastic
• Flexible and adaptive to demands of working environment
• Respectful to others, open, honest and has high integrity
• Consistently exceeds base performance requirements for the job and uses initiative
• Will contribute beyond own tasks to achieve team goals

Values:
Values consistent with those of Alfred Health which are:
• Caring and responding to our patients
• Encouraging and achieving excellence, continual learning and improvement
• Working in partnership and co-operation
• Being responsible and accountable for the services we provide
• Achievement through team work
• Treating people with integrity, in a friendly, trusting and respectful manner and environment.

After Hours on Call:
• Participate as required in the Social Work Department After Hours on Call service (which may include weeknights, weekend and public holiday daytime or night-time shifts).

QUALIFICATIONS/EXPERIENCE REQUIRED

Academic: Eligibility for membership of Australian Association of Social Workers. Bachelor of Social Work, or recognised equivalent.

Personal: Ability to work effectively in a multi-disciplinary team and with families, exhibiting initiative and facilitative qualities.

Location: This position may be required to work at any or all campuses of the Alfred Health as and when required. Such a requirement may be ongoing, a temporary arrangement, on an ad hoc basis or a permanent change of location.

Hours of Work: Core hours are 8:30 a.m. – 5:00 p.m. Monday – Friday.

Position Description authorised by: Bridget Wall

Date: March 2020