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

DATE REVISED: March 2020

POSITION: Social Worker (Grade 2) – Casual

AWARD/AGREEMENT: Allied Health Professional (Vic) Public Sector Enterprise Agreement 2016 – 2020

CLASSIFICATION TITLE: Social Worker (Grade 2 Yr 1-4)

DEPARTMENT/UNIT: Patient and Family services

CLINICAL PROGRAM: Allied Health

DIVISION: Allied Health

ACCOUNTABLE TO: Team Leader, General Medical Team

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 PURPOSE

To improve the lives of our patients and their families, our communities and humanity.

OUR BELIEFS

Our staff are expected to demonstrate and uphold the beliefs of Alfred Health:

- Patients are the reason we are here – they are the focus of what we do
- How we do things is as important as what we do. Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental
- Excellence is the standard we work to everyday. Through research and education, we raise the bar for tomorrow
- We work together. We play vital roles in a team that achieves extraordinary results
- Our leadership shares ideas and demonstrates behaviours that inspire others to follow
SOCIAL WORK DEPARTMENT

The Department of Patient and Family Services was inaugurated in 1994 as a result of a review that was undertaken which amalgamated Social Work, Interpreters and Pastoral Care. The Patient and Family Services Department 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, Patient and Family Services, the following services are provided:

- Social Work (Alfred and Sandringham)
- Interpreters (Alfred Health)
- Volunteers
- 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
- 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 primarily at The Alfred and or Caulfield General Medical Centre and Sandringham Hospital if required.

This position provides core Social work services to various areas within Alfred Health. The General Medicine unit comprises of five units and is a busy acute clinical area within The Alfred.

Flexibility to work within any of the Departments Service areas is also essential whether that be specified units on either a permanent or temporary basis. He/she will also be expected to be an active contributor to team and departmental activities, such as quality improvement programs and development of service initiatives within the specialty area, and priority allocation.

KEY CAPABILITIES AND VALUES:

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.

QUALITY, SAFETY, RISK and IMPROVEMENT
- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Follow organisational 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.

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.
- In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
- Research activities will be undertaken commensurate with the role

KEY CAPABILITIES:

DUTIES AND RESPONSIBILITIES

Leadership and clinical Experience
- Provide an advanced social work service to patients and their families
- Have a proficient understanding of working within an Electronic medical record
- Evaluate and treat patients in line with professional and departmental standards of practice within a patient-centred environment.
- Liaise with external agencies to ensure effective and efficient discharge planning and managed care.
- Liaise with other multi-disciplinary staff to co-ordinate, facilitate and communicate patient treatment and discharge planning.
- Maintain adequate record of clinical practice in Hospital Medical Record in line with departmental standards of practice.
- Model a high level of professional behaviours required by all Social Work Staff within The Alfred.
• Conduct and participate in research and evaluative projects aimed at maintaining/improving clinical practices and service delivery within the specialty area.
• Provide nominated staff with a high standard of clinical supervision in accordance with the professions competency-based minimum standards (AASW standards).
• Undertake teaching and training of Social Work students and ensure adequate student participation is achieved.
• Participate in the clinical teaching unit in conjunction with relevant Social Work Schools external to the hospital as required.

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.
• Participate in research opportunities within the social work team including quality improvement, consumer feedback and program evaluation.
• Participate in a range of research and quality activities including case presentations, conference papers and workshops in the area of aged care.
• Participate in the formulation of an individual Performance and Development Plan as part of ongoing professional supervision and performance management.
• Participate in annual Performance Reviews and updating of the Performance and Development Plan.
• Alfred Health is committed to providing practitioners with the opportunity to enhance their clinical practice and expertise while meeting the needs of Clinical Units. Social workers may at times be rotated across Clinical Units with the aim of increasing their range of experience and clinical expertise and to meet the needs of the organization.

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.

After Hours on Call:
• Participation in the Social Work Departments After Hours on Call service (which may include weeknights, weekend and public holiday daytime or night-time shifts) is essential to this role.

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 Departments core hours of work 8:30 – 5:00 p.m. Monday–Friday.
• Comply with departmental procedures relating to absence from work and time off the premises and active in utilisation of movement sheet.

Quality, Safety, Risk and Improvement:
• Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
• Follow organisational 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.

Other Requirements for all Alfred Health Staff:

• Provide Social Workers working in the Social Work Service with appropriate supervision, training and instruction in accordance with Alfred Health policies. 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.
• In this position you must comply with the actions set out in the relevant section(s) of the OHS Roles and Responsibilities Guideline.
• Research activities will be undertaken commensurate with the role
• Comply with departmental procedures relating to absence from work and time off the premises and active in utilisation of movement sheet.

QUALIFICATIONS/EXPERIENCE REQUIRED

Essential

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

**Experience:** Experience in an acute hospital setting is preferable.

**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 on-going, 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.

However Flexible working arrangements may also be considered

The Applicant will need to be able to demonstrate competencies in each of the following areas:

• Approved degree in Social Work and evidence of eligibility for membership of the Australian Association of Social Workers (AASW).
• Advanced social work skills and experience as evidenced by (preferably) 4 or more years post qualifying experience (minimum of 3) and a demonstrated commitment to ongoing professional development.
• A working understanding of the NDIS and current processes around this service
• Ability to develop and foster collaborative working arrangements and strategic alliance with relevant key stakeholders and organisations.
• Demonstrated experience in social work student supervision and an interest and commitment in the professional supervision of staff.
• Experience in the ability to be a team player within the larger clinical service team of Renal/General Medicine and demonstrated experience in supporting the leadership within a team and working together with Team Leaders to promote and assist in the leadership of the social work service.
• Demonstrated ability to manage both an inpatient and outpatient caseload
• Excellent written and verbal communication skills.
• Experience in an acute hospital setting is essential to this role
• Evidence of involvement in and/or understanding of principles of research and evaluation.
• Will need a current Working with Children's check to undertake this role.

Desirable

• Post graduate qualifications in Social Work or a related field.
• Computer literacy.

COMMITMENT TO CHILD SAFETY

• Alfred Health has zero tolerance for child abuse and are committed to acting in the best interest of children in our care. We promote cultural safety and participation of Aboriginal children, children of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

Position Description authorised by: Bridget Wall

Date: March 2020