POSITION DESCRIPTION – Alfred Health

DATE REVISED: 18/2/2020

POSITION: Social Worker ABI/Rehab and Aged Care Lead

AWARD/AGREEMENT: Health Professionals

CLASSIFICATION TITLE: Grade 4

DEPARTMENT/UNIT: Patient and Family Services

CLINICAL PROGRAM: RACC

DIVISION: Nursing and Allied Health

ACCOUNTABLE TO: Manager, Patient and Family Services

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

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.
SOCIAL WORK DEPARTMENT

The Alfred Health Social Work Service operates across The Alfred, Caulfield and Sandringham Hospitals.

The Social Work Service includes approximately 52 EFT (operational reports) with an additional 70 EFT (professional reports) who provide interventions to inpatients and outpatients across all Alfred Health clinical programs. The Social Work Service is aligned to the Alfred Health strategic goals and operational performance targets.

The Social Work Service is committed to the teaching and ongoing professional education of staff and students, research and quality improvement activities. All Social Work staff must meet the profession’s competency-based minimum standards of practice at all times. All Social Work staff must be eligible for AASW registration.

The Alfred Health Social Work Service provides the workforce to each clinical program and therefore supports each clinical program meeting performance targets including patient experience, access, elective surgery and waitlist management measures.

THE ABI SERVICE

The Alfred Health Acquired Brain Injury (ABI) Rehabilitation Service provides state wide rehabilitation for people with moderate to severe acquired brain injuries including traumatic brain injuries, stroke, hypoxic brain injuries and other causes of non-progressive brain injury. It will provide assessment, rehabilitation and care planning for patients with complex needs following an ABI. The service is comprised of a 42-bed inpatient rehabilitation service, a community rehabilitation service and a 4-bed transitional living service.

The service is guided by the following key principles:

- A focus on early transfer of patients from acute to rehabilitation.
- Comprehensive interdisciplinary, evidence based, model of care focusing on person centred rehabilitation to achieve functional ‘SMART’ goals.
- Integrated inpatient and community rehabilitation programs with patients receiving ongoing therapy and care in the least restrictive environment to promote independence.
- Community rehabilitation service providing long term management and support, in partnership with local services, focusing on lifelong, evolving needs of people with an ABI.
• Extensive family/ carer and patient education and engagement in the process.

The service will be underpinned by a culture of patient safety, excellence in service delivery and continuous quality improvement through the use of current, and emerging, evidence in clinical practice. An active research program will also underpin the service model, ensuring ongoing service evaluation and the development and translation of new evidence into practice.

POSITION SUMMARY

The Grade 4 will be recognised as a clinical expert by peers across and external to the profession and will motivate and inspire others. They will foster innovation and excellence in the delivery of Social Work services to Caulfield Hospital patients and across Alfred Health. They will be leaders in contributing to knowledge and expertise in the ABI, Rehabilitation and Aged Care Services while managing an individual clinical caseload in their area of clinical speciality for over 60% of their time. They will balance their remaining time taking a key role in education, high level supervision, research and quality improvement.

The Grade 4 ABI/Rehab/Aged Care role is responsible for:

- Providing the clinical leadership for social work and wider allied health services in the ABI Service and across Rehab and Aged Care streams.
- Providing expert assessment and management of patients within the ABI Service, primarily in the areas of high level therapeutic input for patients and families, complex discharge planning and management of legal issues.
- Providing leadership in the development of a collaborative interdisciplinary team approach to achieve optimal patient care and outcomes and to minimise clinical risk.
- Providing leadership to enhance the clinical and professional skills of the ABI team, the Social Work Department staff and students.
- Providing regular clinical supervision to senior staff across the sub-acute program to engender excellence in the Social Work Service.
- Providing leadership to a Social Work Leadership Portfolio across the Alfred Health service in line with the Allied Health Professional Practice Framework.
- Driving service improvement and research activities within the ABI Service and across Rehab and Aged Care, Allied Health and the Social Work Department.
- Fostering a culture of ongoing learning and development within the team.
- Fostering high level relationships with internal and external stakeholders and agencies.
- Ongoing development of the student training programs.
- This position will take on hospital wide and Alfred Health wide clinical and management portfolios as part of a senior allied health leadership team.
- Enhancing the overall functioning of the ABI Service and the Social Work Department by participating in necessary administrative and management tasks.
- Weekend work may be involved in this position and participation in after- hours on call work across the health service.

KEY RESPONSIBILITIES

Leadership

The Grade 4 is responsible for:

- Providing clinical and operational leadership in the ABI/Rehab and Aged Care Service, across Allied Health and the Social Work service.
- Actively contributing to the development of strategic and operational plans for the Social Work Dept, Allied Health and the ABI Service.
- Actively developing and reviewing policies and guidelines for the ABI, Rehab and Aged Care Service, Allied Health and the Social Work service.
• Marketing the ABI Service, Allied Health and the Social Work Service within the hospital environment and to the external community.

• Engaging and collaborating with key staff and stakeholders.

• Demonstrating an understanding of contemporary issues and directions of health services and ability to translate this into practice.

Clinical
The Grade 4 is responsible for:

• Providing expert assessment and management of in-patients and outpatients at an advanced skill level primarily within the ABI service but will respond to priorities as required across Rehab and Aged Care Services.

• Providing expert clinical education and training to staff across the ABI, Rehab and Aged Care Allied Health and the Social Work service.

• Using their initiative to respond to changes in caseload.

• Modelling and application of effective evidence-informed and inter-disciplinary practice.

• Delivery of expert and authoritative advice, innovative options and solutions in the areas of clinical care.

• Act as a consultant and/or resource in the relevant area of expertise.

Professional Standards
The Grade 4 is responsible for:

• Upholding the AASW standards for practice across the Social Work Service within ABI, Rehab and Aged Care.

• Monitoring the functioning and outcomes of Social Work services for Alfred Health.

• Developing and maintaining workplace competency and capability frameworks.

• Actively participating in the review and development of policies and guidelines for the ABI, Rehab and Aged Care Service, Allied Health and the Social Work service, ensuring that it is underpinned by the best available evidence.

• Abiding by the written standards for practice and professional conduct as provided by the organisation and their professional body. These Standards include aspects of practice relating to professional conduct, behaviour, systems, procedures and the required knowledge and skill for professional practice.

• Participating in the Alfred Health Professional Development Program on an annual basis.

Quality and Research
The Grade 4 is responsible for:

• In consultation with Grade 4 Social Work Research Lead, foster excellence in the Social Work Service and ABI Service through research and quality leadership and facilitating skill development of Social Work staff and students.

• Actively developing an organisational culture that promotes research and quality improvement, service improvement, evidence-based practice and innovation.

• In liaison with the ABI Research Committee, Social Work Research Lead and Manager, Social Work action the Social Work Research strategy.

• In conjunction with the Social Work Research Lead and Social manager develop and action the Social work research strategy in additional to leading a major research project related to the clinical stream of practice.

• Personally undertake clinical research aligned with the priorities of Allied Health research strategies.

• Publishing research findings in appropriate publications.

• Mentoring staff to increase publications and presentations.
• Monitor quality activities and supporting junior staff

Supervision and Education

The Grade 4 is responsible for:
• Ensuring professional and clinical leadership to staff within the ABI, Rehab and Aged Care Services and the Social Work Dept by providing expert clinical supervision.
• Providing leadership in the teaching of undergraduate and post graduate students at Alfred Health through: direct student supervision, ongoing review and improvement of clinical placement content, support/ education of G2 & G3 staff providing student supervision, representation at appropriate clinical school meetings, in accordance with Alfred Health policies.
• Supporting and participating in the development and implementation of a staff performance management system in line with hospital policy and procedures.
• Participating in the development and implementation of an induction program for all new staff in line with organisational standards and procedures.

Quality, Safety, Risk and Improvement.

The Grade 4 is responsible for:
• Maintaining an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
• Following organisational safety, quality & risk policies and guidelines.
• Maintaining a safe working environment for self, colleagues and members of the public.
• Escalating concerns regarding safety, quality & risk to appropriate staff member, if unable to rectify independently.
• Promoting and participate in the evaluation and continuous improvement processes.
• Complying with principles of Patient Centred Care.
• Complying with Alfred Health mandatory continuing professional development requirements.
• Complying with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.

OTHER REQUIREMENTS FOR ALL ALFRED HEALTH STAFF:
• Provide students, Allied Health Assistants working in the ABI unit with appropriate supervision, training and instruction in accordance with Alfred Health policies. Ensure compliance with relevant Alfred health clinical and administrative policies and guidelines.
• Provide students and AHAs with appropriate supervision, training and instruction in accordance with Alfred Health policies.
• 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 including leading quality and research projects.

PERSON SPECIFICATION/KEY CAPABILITIES

Skills and Attitude

• Ability to provide independent expert Social Work consultancy.
• High level communication and interpersonal skills to facilitate effective teamwork with staff and patients and their carers.
• Commitment to interdisciplinary practice teamwork.
• Commitment to patient-centred care.
• Commitment to motivate staff to a high level of clinical performance in the area of Social Work.
- Ability to assess staff performance and provide appropriate feedback.
- High level conflict resolution skills.
- High level of counselling skills for patients, staff and carers.
- Promotion and marketing skills with respect to Social Work services.
- High level negotiating skills with internal/external stakeholders

**QUALIFICATIONS/EXPERIENCE REQUIRED**

**Qualifications**
- A recognised degree in Social Work.
- Eligibility for membership of AASW.
- A relevant post graduate qualification at Masters level or higher.

**Experience**
- Minimum of 10 years of relevant clinical and leadership experience – mostly served in a hospital setting.
- Extensive clinical experience in and knowledge of patient-centred, best practice Social Work
- Expertise skills in assessment and management of people with acquired brain injury, rehabilitation or aged care.
- Ability to supervise and provide professional development to all clinical team members, social workers, support staff and social work students.
- Evidence of previous involvement in development and implementation of quality improvement activities.
- Past research experience would be desirable.

**Key Selection Criteria**
1. Meets qualifications / experience required include attainment of post-grad qualification.
2. Demonstrated expert clinical experience in and knowledge of patient-centred psycho-social interventions for patients with acquired brain injury
3. Strong clinical knowledge in the majority of conditions managed in an ABI, Rehab or Aged Care Service
4. Demonstrated ability to construct, negotiate and implement complex discharge plans involving internal and external Stakeholders and agencies
5. Demonstrated capacity to establish and manage high level partnerships within Alfred Health and across relevant government and non government sectors
6. Ability to work inclusively and productively with interest groups and other stakeholders
7. Demonstrated ability to provide high level teaching, training and supervision to staff and students
8. Capacity to support the development of innovative service models and programs in the provision of Social Work services
9. Understanding of and ability to support new initiatives in health care such as NDIS
10. Experience in a leadership role
11. Proven history of involvement in research, conference presentations and quality improvement processes
12. Demonstrated capacity to manage and motivate staff and to contribute to a positive organisational culture.

**Location:** This position may be required to work at any or all campuses of 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.

**Position Description authorised by:** Bridget Wall, Discipline Manager, Social Work – March 2020