POSITION DESCRIPTION – The Alfred

DATE REVISED:  March 2020
POSITION:  Senior Clinician - Cancer Services
AWARD/AGREEMENT:  HSUA 3 Enterprise Agreement
CLASSIFICATION TITLE:  Social Worker (Grade 3 Yr 1-4)
DEPARTMENT/UNIT:  Patient & Family Services
CLINICAL PROGRAM:  Allied Health
DIVISION:  Allied Health
ACCOUNTABLE TO:  Team Leader
  Manager, Social Work 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.

POSITION SUMMARY

The Senior Clinician is responsible for the provision of advanced social work services to patients and their families/significant others. This will include clinical development within the Cancer Services Program.

The Senior Clinician is responsible for identifying and meeting the needs of the specialist patient group in collaboration with the clinical units, particularly the management of complex clinical cases, undergraduate teaching and education and implementation of research activities for the clinical specialty. The Senior Clinician is to contribute to the ongoing professional development of Social Work staff and demonstrate commitment to evidence based practice and provide supervision to staff as required. The Senior Clinician is to work co-operatively with other staff, both Social Work and those from other disciplines.
Excellent interpersonal skills are essential for this position, including negotiation and communication skills, both written and verbal. An ability to display flexibility within work practice and to work as part of a multi-disciplinary team are also essential.

KEY SELECTION CRITERIA
The applicant will need to be able to demonstrate competencies in each of the following areas:

- Demonstrated skills and knowledge in the provision of complex social work services within an acute health care environment.
- Demonstrated clinical competence for a clinical caseload in the area of Cancer Services, or related clinical specialty, and to provide a range of direct clinical services including services to clients with more complex needs.
- Demonstrated ability to plan, develop and implement service delivery initiatives to specialist areas which promotes quality patient care and optimum organisational outcomes.
- Ability to exercise professional judgement and/or to seek advice and consultation, when appropriate.
- Understand priority needs and, understanding that these change on a frequent basis, adapt workload priorities in accordance with these changing needs.
- Highly developed written and verbal communication and interpersonal skills.
- Ability to be a team player within the framework of the Social Work Service, the multi-disciplinary team and the clinical units.
- Ability to conduct and participate in research and evaluative projects aimed at maintaining/improving clinical practices and service delivery within the specialty.
- Capacity to work skillfully and creatively in an environment of competing values and competing demands.
- Demonstrated commitment to ongoing learning and development, evidence based practice, service review and student education.
- Capacity to develop one-off service delivery programs within the Social Work Service, as directed by Stream Leader and/or Manager.
- Demonstrated experience in both staff and student supervision.

SPECIFIC DUTIES AND RESPONSIBILITIES

Clinical Service Delivery:

- Accept responsibility and demonstrate clinical competence for a clinical caseload in the area of Cancer Services and provide a range of direct clinical services including management to clients with more complex needs.
- Evaluate and treat patients in line with departmental standards of practice for each diagnostic condition.
- Work as part of the multidisciplinary team to co-ordinate, facilitate and communicate patient treatment and discharge planning.
- Maintain adequate records of clinical practice in Hospital EMR (Electronic Medial Record) in line with the departmental standards of practice.
- Attend Unit meetings and ward rounds, as required.
- Demonstrate ability to establish priorities within workload and ability to assist all staff in completing same.
- Maintain a working knowledge of current health legislation/policy and its impact on service delivery specific to acute health services.
Demonstrate and maintain a strong current theoretical knowledge base of Social Work practice in acute health and specialty clinical area.

Accept responsibility for additional clinical duties as and when required by the Team Leader or Single Discipline Deputy.

Participate in all relevant clinical directorate initiatives and provide representation for the department at relevant clinical directorate forums relevant to clinical specialty, as discussed with Team Leader.

**Service Leadership:**

- In consultation with the Team Leader – Cancer Support Services and relevant Clinical Unit, ensure efficient and effective workflow management, including setting priorities so that patients and families with the highest needs are given priority within the service area.
- To allocate and monitor referrals for unallocated cases, within the clinical service team in consultation and collaboration with the Team Leader – Cancer Support Services, and when requested the broader Department and Clinical Units.
- Foster and promote Social Works contribution to acute health care, particularly with Units relevant to Cancer Services.
- Possess, demonstrate and apply effective communication and interpersonal skills, especially to contribute to team building.
- Share in the responsibility for general departmental decision-making regarding the therapeutic environment, department policies and direction, through staff meetings, stream meetings and supervision with Team Leader – Cancer Support Services
- Contribute to the knowledge base of social work practice in Cancer Services by undertaking teaching and training of Social Work staff and other health professionals through inservice programs, tutorials and practicums, publishing in relevant journals and presenting at conferences.
- Meet regularly with Team Leader – Cancer Support Services and Manager to discuss service provision and needs of the specialty area.
- In consultation with other multi-disciplinary team members undertake assessment of current and future needs and create/develop opportunities for improved service delivery and new service initiatives.

**Improving Performance:**

- Promote appropriate standards of professional social work service within the program through the provision of professional supervision, staff evaluation, and monitoring and quality improvement.
- Promote social work and maintain professional relationships within The Alfred through active liaison with Medical, Nursing, Allied Health staff, other ward and unit staff.
- Identify opportunities for service improvement and innovation in consultation with Team Leader – Cancer Support Services and clinical units and implement strategies to achieve this.
- Promote and participate in a variety of research opportunities within social work including quality improvement, consumer feedback and program evaluation.
- Develop a range of research activities and participate in annual presentations to conferences/workshops in the specialist clinical area.
- When requested by Team Leader – Cancer Support Services and/or Department Manager, undertake departmental improvement projects in line with organisational priorities.
- Model high level professional behaviours required by all Social Work staff within The Alfred.
- Undertake teaching and training of Social Work students and ensure adequate student participation is achieved within the clinical service team.
- Participate in the clinical teaching unit in conjunction with relevant Social Work schools external to the hospital as required.
- 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 organisation.

Administrative Requirements:
• Comply with hospital and departmental policies and procedures (e.g.) staff performance management, prescribed social work documentation, supervision, attendance at team meetings, timely and accurate statistical recording.

• Participate in and contribute regularly to departmental in-service sessions.

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

Other Duties/Responsibilities:
• Other duties as directed consistent with the employee’s skill level and classification.

• Be aware of, and work in accordance with, Hospital policies and procedures including Occupational Health and Safety, Equal Employment Opportunity 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 (8.30am – 5pm, Mon – Fri).

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

Quality, Safety, Risk & 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.

KEY CAPABILITIES AND VALUES

Capabilities:
Knowledge
• Working knowledge of Acute Hospital system 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.

QUALIFICATIONS/EXPERIENCE REQUIRED

Academic: Eligibility for membership of Australian Association of Social Workers. Bachelor of Social Work, or recognised equivalent.
Experience: Minimum 7 years full-time clinical experience and post graduate qualifications desirable, including demonstrated interest in continual
learning opportunities. Substantial experience in social work within a hospital or health based context.

**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.

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Position Description authorised by: Bridget Wall

Date: March 2020