



## West Wimmera Health Service

### Position Description

<b>Position:</b>	<b>Social Worker - Grade 3 (Lead Practitioner)</b>
<b>Location:</b>	Based at Nhill but may be required to work across all sites as mutually agreed upon
<b>Reporting to:</b>	Executive Director Community Health
<b>Division:</b>	Community Health
<b>Award:</b>	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
<b>Level:</b>	Year level dependent on skills, qualifications and experience as per Award

#### **Overview of West Wimmera Health Service**

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering high quality, patient centred health services to ensure our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

**Our Purpose – *Great care, every person, every time.***

#### **Our Strategic Goals**

##### ***Our people – Inclusive, Respectful, Productive***

To be a great place to work where everyone contributes and everyone belongs.

##### ***Our Care - Safe, Effective, Innovative***

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

##### ***Our Community - Connected, Informed, Healthy***

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

##### ***Our Future - Environmentally Responsible, Economically Secure***

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

## Our Values



### TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



### SAFETY

Providing a safe workplace and services free from avoidable harm.



### UNITY

Working well together in a great place to work.



### ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



### INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

### Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> <li>• Social Work Department staff</li> <li>• Allied and Community Health staff</li> <li>• Clinical staff – Aged Care and Acute</li> <li>• Executive Director Community Health</li> </ul>	<ul style="list-style-type: none"> <li>• Wimmera communities</li> <li>• Health, welfare and community organisations, local, regional and state-wide</li> </ul>

### Position Overview:

The Social Work Lead Practitioner manages the overall operation of the Social Work department, including day to day supervision of staff.

The Social Work Lead Practitioner also carries a caseload (approximately 60% of total workload), working with individuals, families, groups and communities to assist with, and improve well-being through casework, counselling, advocacy and community development. The role involves working with acute inpatients, outpatients and aged care residents and includes psycho-social assessment, discharge planning, education and referral.

### Key responsibilities:

- Oversee delivery of a high quality, innovative and cost effective professional Social Work service to clients, families and designated communities, underpinned by contemporary best practice principles.
- Provide operational management of the Social Work Department, including day to day supervision of Social Work staff.
- Manage a Social Work caseload comprising approximately 60% of total work hours.
- Ensure the Social Work Department functions effectively and collaboratively within the broader WWHS and Community Health Team context.
- Establish and maintain positive relationships with external agencies and strategic partners in relation to effective delivery of Social Work services and community development across the Wimmera.

## **Statement of duties:**

### **Professional Practice:**

- Demonstrate effective leadership in undertaking operational management of the Social Work Department.
- Provide day to day supervision of Social Work staff, including conducting annual staff appraisals.
- Effectively manage a Social Work caseload including casework, counselling, advocacy and community engagement across acute, aged care and community settings.
- Ensure that Social Work services are holistic and client centred, working with clients to achieve optimal quality of life and function.
- Maintain client files and records in line with WWHS and Social Work professional documentation requirements and privacy and confidentiality guidelines.
- Complete a Goal Directed Care Plan for all clients who receive Commonwealth Home Support Package (CHSP) funding and to document in their My Aged Care (MAC) file.
- Facilitate implementation across WWHS of a contemporary best practice Social Work framework which is in line with evidence based practice and culturally sensitive approaches.
- Ensure clear documented processes are in place for intake, triage and risk assessment, at all times being mindful of the on-going well-being of clients, and putting in place strategies which address and minimize risk.
- Ensure Social Work Department practice is guided by the Australian Association of Social Workers (AASW) Code of Conduct.
- Ensure all Social Work Department staff attend regular external supervision, in line with current expectations for the profession.
- Coordinate regular Social Work Department Team meetings to review processes and provide a forum for peer support, case reviews and discussion of quality improvement opportunities.
- Oversee Social Work student placements.
- Ensure familiarity with the expected standards of performance in the Lead Practitioner role and actively contribute to your own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Act) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patient's condition.

### **Quality, Safety and Risk Management:**

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

**Communication:**

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other team members, volunteers, service users and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

**Key Selection Criteria:****Essential:**

1. Tertiary qualification in Social Work and eligibility for AASW membership.
2. Several years' experience working in the Social Work profession.
3. Qualifications and/or experience in leadership and management.
4. Advanced clinical skills in psychosocial assessment, risk assessment, complex care planning, social work interventions and discharge planning.
5. Demonstrated understanding of theoretical frameworks which inform Social Work practice.
6. Experience and understanding of issues specific to provision of services in rural and remote areas.
7. Effective communication and organisational skills.

**Desirable:**

1. Qualifications and/or experience in leadership and management.
2. Previous experience working in a hospital/healthcare setting.
3. Competence in using computer programs including Microsoft Word, Excel, Outlook and other databases such as iCare, isoft and Uniti.
4. Previous experience utilising the My Aged Care portal is also desirable.
5. Knowledge and experience undertaking goal directed care planning.

**Pre Requisites:**

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's Licence

**Internal Direct Reports:**

- Social Work Department staff and volunteers

**External Direct Reports:**

- Nil

**Appraisal:**

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

**Certification:**

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

<b>Authorised by:</b> Executive Director Community Health	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>

Reviewed January 2024