



the women's
the royal women's hospital
victoria australia

Position Description

Title	Social Worker
Department	Social Work
Classification	Qualified Social Worker Grade 2 (SC21 – SC24)
Agreement	Victorian Public Health Sector (Allied Health Professionals) Single Interest Enterprise Agreement 2016-2020
Responsible to	Team Leader – Social Work

The Royal Women's Hospital

Since 1856, the Royal Women's Hospital (the Women's) has been providing health services to women and newborn babies in Victoria. Today, the Women's is one of Australia's leading specialist public hospital dedicated and advocating for the health and wellbeing of women and newborns. Through our campuses at Parkville and Sandringham and by supporting ten research centres, the Women's is advancing healthcare for women in maternity services and the care of newborn babies, gynaecology, women's health and women's cancer services.

The Women's Declaration

The Women's believes that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

We recognise that sex and gender affect women's health and healthcare
We are committed to the social model of health
We will care for women from all walks of life
We will lead health research for women and newborns
We will innovate healthcare for women and newborns
We will be a voice for women's health
In everything we do, we value courage, passion, discovery and respect

Further information on our organisation including our strategic plan is available at www.thewomens.org.au.

Department/Unit Specific Overview

Social Work at The Women's aims to improve the psychosocial health and well-being of women and babies attending The Women's. Social Work embraces a view of women's health that is holistic and considers women's social, physical, emotional and cultural wellbeing.

Our Social Workers offer support to women through their maternity, neonatal, gynaecological and oncology experiences and provide information, counselling, support and advocacy for women in response to health and social needs.

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Position Purpose

Social Workers provide clinical services to women attending the Women's as well as contributing to program and policy development, research and the promotion and evaluation of services. The Grade 2 Social Worker will also be required to supervise Grade 1 Social Work staff and Social Work students.

Responsibilities & Major Activities

Clinical Expertise/ Skills

- Provide a high quality evidence-based social work service to the patients of the Women's, including psychosocial assessment, crisis intervention, short-term counselling, bereavement care, advocacy, community liaison and referral, case management and discharge planning.
- Ensure prompt assessment of newly referred patients
- Modification of service delivery practices in line with current evidence-based practice
- Work closely with the multidisciplinary team involved in the care of women and their families
- Participate in the weekend/public holiday on-call roster
- Develop and maintain community links with relevant organisations
- Participate in the development of policies and guidelines
- Critically review and keep up to date with professional literature relevant to Social Work
- Provide supervision to Grade 1 Social Workers and Social Work students
- Manage escalated client issues or complaints appropriately
- When directed by the Manager or her delegate, the Grade 2 Social Worker will work across other hospital services.

Research and Training

- Provide education and training in relation to the social determinants of health
- Participate in seminars and conferences relevant to the area of work
- Identify research opportunities arising from direct social work and participate as appropriate
- Provision of clinical education to Social Work students

Information and Data Management

- Ensure that accurate information and records are maintained in line with relevant hospital policies and guidelines
- Ensure all documentation and data meets the requirements of the Department of Health and Human Services, including all statutory requirements and relevant hospital policies and guidelines

Practice Improvement and Service Development

- Participate in clinical audits and other relevant quality activities
- Ensure services are delivered in accordance with National Safety and Quality Health Service Standards and the EQUIP National Program

Professional Responsibilities

- Attend all meetings relevant to the position
- Apply conflict resolution skills when dealing with problems
- Complete an annual performance development review
- Actively engage in professional development and demonstrate a commitment to life-long learning
- Actively participate in supervision
- Demonstrate the ability to assume extra responsibilities as requested by the Team Leader

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- Adhere to The Women's policies, procedures, accreditation and statutory requirements.

Stakeholder Relationships

- Actively promote the Social Work department and represent the profession as required
- Development and maintenance of effective working relationships with internal and external stakeholders

Communication

- Excellent communication (verbal and written), negotiation and advocacy skills
- Demonstrated ability to work as a member of a team and ability to establish and maintain functional networks with a wide variety of health personnel and with other service providers

Planning

- Establish an action plan for yourself to complete work efficiently and on time by setting priorities, establishing timelines

Key Performance Indicators

Key performance measures are how you will be measured as meeting the responsibilities of the position listed above. These will be set with you as part of your Performance Development plan within the first six months of your appointment to the position.

Key Selection Criteria

- Demonstrate a high level theoretical understanding and intersectional approach to your clinical practice in relation to working with victim/survivors of family violence and sexual assault and knowledge of working with complex trauma and the child protection system
- Demonstrated ability to ensure referrals responded to in a timely and effective manner
- The ability to manage a demanding workload, and effectively prioritise tasks, seeking guidance and support as appropriate
- Attendance at and active participation within multidisciplinary team meetings, staff meetings and other meetings as required
- Demonstrated ability to work as a member of a team and ability to establish and maintain functional networks with a wide variety of health personnel and with other service providers
- Regular attendance at and active participation in supervision as provided by the Department
- Completion of annual mandatory competencies

Experience/Qualifications/Competencies

Essential Criteria

- Appropriate tertiary qualifications in Social Work as well as meeting eligibility requirements for membership with the Australian Association of Social Workers (AASW)
- Demonstrate a theoretical understanding and an intersectional approach to your clinical practice in relation to working with victim/survivors of family violence and sexual assault and knowledge of working with complex trauma and the child protection system
- Demonstrated knowledge in psychosocial assessment, crisis intervention, short-term counselling, bereavement care, advocacy, community liaison and referral, case management and discharge planning
- Demonstrated ability to work effectively within a multidisciplinary team and ability to establish and maintain functional networks with a wide variety of health personnel and with other service providers.

Desirable Criteria

- Experience working within a public hospital setting

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- Postgraduate qualifications or working towards postgraduate qualifications in Social Work, Health or a related area
- Experience in provision of clinical supervision to grade 1 social workers and/ or student social workers
- Capacity to work effectively in a changing organisational environment

Attributes

- Embodies the Women's values of courage, passion, discovery and respect
- "Can do" and flexible approach
- Resilience in balancing sometimes competing and conflicting priorities
- Ability to work in a crisis orientated service
- The ability to work independently and as a solo worker on shift but seek consultation where necessary
- Demonstrated ability to work as part of a professional team contributing to the knowledge and skills of that team

Organisational Relationships

Internal relationships

- Social Work Manager and Team Leaders
- Allied health staff
- Nursing, midwifery and medical staff
- All Royal Women's Hospital departments and clinics and staff in particular the Women's Emergency centre, the after-hours manager, centre for women's mental health and general counsel

External relationships

- Inner Melbourne Community Legal
- Other Hospitals and Health providers
- Community Service Organisations [e.g Safe Steps]
- Government departments including Department of Health and Human Services
- Family Safety Victoria
- Community Service Organisations [e.g Safe Steps]
- Victoria Police, particularly the Sexual Offences and Child Abuse Investigation Team (SOCIT)

Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions at the Women's. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

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Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Prolonged
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward / forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Not applicable
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting / crouching – adopting these postures to complete tasks	Not applicable
Leg / foot movement to operate equipment	Not applicable
Climbing stairs / ladders – ascending and descending stairs, ladders, steps	Rare
Lifting / carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5–10 kilos	Not applicable

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– Heavy lifting and carrying – 10–20 kilos.	Not applicable
Push/Pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10–20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head / Neck Postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers / hands	Occasional
Driving – operating any motor vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift.	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing / reviewing patients in /outpatients	Frequent
Problem Solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Prolonged
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Prolonged
Definitions used to quantify frequency of tasks / demands as above	
Prolonged / Constant	70–100 % of time in the position
Frequent	31–69 % of time in the position
Occasional	16–30% of time in the position
Rare	0–15% of time in the position
Not Applicable	

Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences
- Undertake other duties as directed that meet relevant standards and recognised practice.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator for the Women's. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery. As a consequence all staff are responsible and accountable to ensure that (within their area of work):

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- Data recording and reporting, (including RWH external reporting) is timely, accurate (ie error free) and fit for purpose
- Data management system policies and control processes are complied with on all occasions
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for the Royal Women's Hospital to undertake a national (and international, if applicable) Police check
- The Women's expects staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct
- Children Youth and Families Act 2005 and Child Wellbeing and Safety Act 200

Declaration

By accepting this position description you declare you have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Developed Date: December 2019

Developed by: Manager Social Work

Date of next Review: December 2020

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