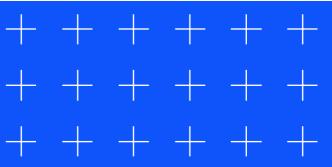


Advancing health for everyone, every day.

Join The Royal Melbourne Hospital





Position Description

Social Worker - Aboriginal Health





## **About The Royal Melbourne Hospital**

As one of Victoria's largest public health services, The Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

#### **Our Vision**

Advancing health for everyone, every day.

#### The Melbourne Way

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

#### People First



Lead with Kindness



Excellence Together



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit—embracing the things that make us all unique.

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

#### **Our Priorities**

The RMH Strategic Plan: **Towards 2025 Advancing health for everyone**, **every day** is our plan for the future — one which we are committed to achieving together.

This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- 1. Be a great place to work and a great place to receive care
- 2. Grow our Home First approach
- 3. Realise the potential of the Melbourne Biomedical Precinct
- 4. Become a digital health service
- 5. Strive for sustainability

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# **Position Description**

**Position Title:** Social Worker - Aboriginal Health

Service: Allied Health Directorate – Social Work and Cultural Diversity

**Location:** The Royal Melbourne Hospital and Royal Park Campus

Reports To: Manager, Social Work & Cultural Diversity

**Enterprise Agreement:** Allied Health Professionals (Victorian Public Health Sector) Single

Interest Enterprise Agreement 2016–2020

Classification: Grade 2 (SC21 – SC24)

Immunisation Risk Category: Category A

Date of Review: May 2021

### **Position Purpose**

The purpose of this role is for a Grade 2 Social Worker who is of Aboriginal and/or Torres Strait Islander descent and accepted by the Victorian Aboriginal community to provide high quality culturally specific care to Aboriginal and Torres Strait Islander patients accessing care at The Royal Melbourne Hospital. This worker will possess competent clinical skills, effective communication, and active participation within a multidisciplinary team environment. Social workers aim to provide comprehensive assessment to enable a targeted intervention plan to be developed in consultation with the patient, their family, carers and significant others. Social workers working in public hospitals provide comprehensive psychosocial and risk assessments, effective discharge planning, coordinated and integrated approach to service delivery, family or group work, patient advocacy, counselling, participation in quality improvement activities, education, research, policy or program development, and provision of professional supervision

Scope of practice as outlined in Australian Association of Social Work Practice Standards 2013.

## **Department Description**

The Social Work department consists of approximately 47 EFT across RMH sites.

We provide care to our patients within the acute, subacute and community therapy services.

The department is supported by the SW Managers and SW workforce development manager. The SW department is committed to providing evidence based, patient centred practice. Supervision and reflective practice, professional development and quality improvement are a key focus of Social Work at RMH.

## **Key Accountabilities – Position Specific**

- Provide quality patient focused care to Aboriginal and Torres Strait Islander patients and their carers and communities through culturally safe, competent, evidence-based clinical skills relating to assessment, interventions and discharge planning;
- Involve Aboriginal and Torres Strait Islander patients / carers / significant others in the decision making of treatment goals and discharge plans;
- Work closely with the Aboriginal Hospital Liaison Officers to ensure patients receive the care they require;
- Engage the Victorian Aboriginal community-controlled sector as required for patient care;

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- Participate in the review and implementation of policies and procedures that impact upon the Aboriginal and Torres Strait Islander population within the health care setting;
- Act as an advocate for Aboriginal and Torres Strait Islander patients and carers accessing the ED and The Royal Melbourne Hospital;
- Provide secondary consultations and contribute clinical practice, focussed professional development for staff including ED, placing an emphasis on cultural safety;
- Demonstrate multi-disciplinary health care approach that achieves desired patient outcomes;
- Prioritisation of caseload and management of competing priorities including delegation where appropriate;
- Display sound organisational skills through efficient time management, professional responsibility and accountability;
- Demonstrate an ability to manage competing community and hospital demands and accountabilities;
- Manage risk and actively work toward implementing risk reduction strategies;
- Display effective communication by demonstrating sound verbal, non-verbal and written skills;
- Role model timely collection, entry and analysis of statistics as directed by senior staff and /or manager;
- Foster positive team dynamics and workplace culture;
- Ensure documentation of patient care is in accordance with Melbourne Health and discipline specific guidelines;
- Able to provide cultural and clinical support/supervision to Aboriginal Hospital Liaison Officer (AHLO)
- Able to provide clinical supervision to Grade 1 Social Work staff as per discipline and AASW Guidelines
- Participate in supervision from more senior staff member as per discipline and AASW Guidelines and Participate in Individual Development, Work Planning & Annual Discussions;
- Participate in cultural supervision as needed (chosen by the staff member, and paid for by the organisation)
- Promote individual development, work planning and Annual Discussions of staff;
- Actively engage in professional development and model a commitment to lifelong learning;
- Actively participate in internal and external continuing education;
- Actively participate in non-clinical activities in line with strategic direction of Aboriginal Health (eg: delivery of 'Asking the Question' training)
- Access information as necessary to improve knowledge and skills;
- Supervise and teach undergraduate and post graduate Social Work Students
- Participate in the development, implementation and review of social work student education in conjunction with senior staff;
- Demonstrate the ability to assume extra responsibilities as requested by the supervisor or senior clinicians;
- Participate in clinical teaching activities within the profession;
- Contribute to educating and raising awareness of the Social Work Aboriginal and Torres Strait Islander role within the hospital;
- Actively engage with the Aboriginal Community to demonstrate a commitment to Community involvement including attendance at one cultural event during NAIDOC week
- Participation in Aboriginal and Torres Strait Islander Governance Committee
- Work alongside AHLO(s)
- Participate in continuous quality improvement activities and research activities both within the clinical team and department as required;
- Participate in presentations, conferences, workshops and service development initiatives as required;
- Participate in the collection and entry of statistics in a timely manner as directed by Senior clinician and/or Social Work and Cultural Diversity Manager;
- Comply with Quality Management policies, Occupational Health and Safety Legislative obligations, Equal Employment and Opportunity Legislation and Melbourne Health Policies and Procedures;

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 Assist in maximising opportunities to further expand the role and profile of Social Workers within the Organisation.

## **Key Relationships**

#### Internal

- RMH Nursing, Medical and Allied Health staff
- HARP team/s including HARP liaison
- CLRAAC
- TCP
- NDIS
- ACAS
- RMH outreach lawyers
- Diagnostic specific services
- Community Based drug and alcohol services
- AHLOs

#### External

- Department of Health and Human Services (DHHS)
- Community Culturally Specific Services
- Post-Acute Care Services
- CHSP providers
- Community based Aged Care Services
- Diagnosis specific Services
- Community Services
- Community based Homelessness services
- Community based mental health services
- Victorian Aboriginal Community Controlled Health Organisations
- Victorian Aboriginal Health Service

## **Key Selection Criteria**

#### Formal Qualification(s) and Required Registration(s):

• Qualifications which are acceptable for membership with the Australian Association of Social Workers. Must have eligibility confirmed.

#### **Essential:**

- A suitably qualified person who is of Aboriginal and/or Torres Strait Islander descent and accepted by the Aboriginal community;
- A current Victorian driver's license;
- Excellent interpersonal and communication skills;
- Demonstrated ability to work collaboratively and as part of a team and in cooperation with others;
- Clinical Skills in comprehensive assessment, discharge planning and counselling including an understanding of Aboriginal and Torres Strait Islander health services in community controlled, mainstream health, primary care and welfare sectors;
- Sound knowledge and understanding of the Victorian Aboriginal and Torres Strait Islander community controlled sector
- Sound knowledge and understanding of the Aboriginal and Torres Strait Islander culture, society and kinship networks and their relevance to the provision of healthcare;
- Participate in initiatives that improve the cultural sensitivity and accessibility of services throughout Melbourne Health for Aboriginal and Torres Strait Islander patients and their families.
- Knowledge of the theory and principals of professional supervision;
- Knowledge and application of Social Work theory;
- Professional behaviour and conduct which reflects self-initiative, confidentiality and self-evaluation;
- Commitment to continued professional development;
- Ability to manage a demanding workload, and effectively prioritise tasks;

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Skills in Microsoft Office suite of programs;

#### **Desirable:**

- At least 4 years' experience as a practicing Social Worker
- Previous experience in working within a public hospital setting;
- Previous experience in providing professional supervision.

### **Required Capabilities**

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Below is a list of capabilities and the attainment level required in this position.

Capability Name Attainment Level

Organisational savvy Consolidation

Communicating effectively Mastery

Building relationships Consolidation
Patient and consumer care Consolidation

Working safely Mastery

Utilising resources effectively

Innovation, continuous improvement and patient safety

Adaptability and resilience

Consolidation

Consolidation

Integrity and ethics Mastery

Delivering results

Consolidation

Analysis and judgement

Consolidation

Developing and managing skills and knowledge Mastery

### Health, Safety and Wellbeing

The RMH aims to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors to The RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with The RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;

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- Make sure that training needs for all employees are identified and undertaken as required;
- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

### The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in The RMH and Division/Service specific business planning process (if required):
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

#### **Clinical Governance Framework**

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families:
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

### **Equal Opportunity Employer**

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.

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## Acceptance

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature
Francisco Norse (places DDINT IN CADITAL C)
Employee Name (please PRINT IN CAPITALS)
Date (day/month/year)

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