

POSITION TITLE Social Worker – ER & Crisis Support

PROGRAM Community Programs and Improvement

OUR PURPOSE

Is to improve the health and wellbeing of our community

OUR CONTRIBUTION

We commit our knowledge, skill and resources to the delivery of services and programs that are equitable and will improve the health of our community.

OUR VALUES

Respect – honouring diversity and equity

Excellence – going above and beyond

Courage – advocate and innovate

Dignity – the right to be heard and valued

ABOUT BANYULE COMMUNITY HEALTH

Banyule Community Health is a stand alone, not for profit organisation, governed by a Board of Directors to deliver on its purpose 'to improve the health and wellbeing of our community'. Banyule Community Health works across many sites and delivers multiple modalities of care and support in the primary health and welfare sector. Building on its strong values base and reputation of being truly responsive to its community, Banyule Community Health strives to continually provide high quality services, develop partnerships, which benefit its community and innovates to create better health outcomes and health equity.

Our 2015 - 20 Strategic Plan outlines our history, our approach and our strategic goals. It's available at bchs.org.au

THE COMMUNITY PROGRAMS AND IMPROVEMENT TEAM

The Community Programs team aims to reduce health and social inequity by building the capacity of individuals and the community. Driven by principles of person centred care, self-management and community engagement, the team provides a range of programs across different population groups. Community Programs deliver dynamic and diverse services with demonstrable outcomes for marginalised and at risk populations, focusing on improving their health within a holistic perspective. The Quality Team works across BCH to lead systems and

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processes on strategic development, risk management, clinical governance, quality assurance, accreditation, research and evaluation and communications. This work ensures BCH meets its requirements to key stakeholders, most importantly funders, the Board and the community.

THE ROLE

The Social Worker - Emergency Relief & Crisis Support plays a pivotal role in servicing the Banyule community, particularly those most in need. The role has a person centred approach in dealing with a diverse range of clients who seek crisis support, referral and short term case work. The role targets those most in need of emergency and crisis support and is part of a multi disciplinary team working closely with internal and external services.

REPORTING AND WORKING RELATIONSHIPS

Position Reports to: General Manager Community Programs and Improvement

Internal Relationships: Across multiple teams at Banyule Community Health, including Medical, Community Programs, Allied Health, Wellbeing and Support and Dental teams.

External Relationships: With a wide range of government and non government health and welfare providers.

SCOPE OF PRACTICE

242-socialworker-generic

DELIVERABLES

The Social Worker – ER & Crisis Support provides support to the General Manager Community Programs and Improvement and in collaboration with the Community Programs and Improvement Team to:

- Engage, triage and assess clients identified as at risk or vulnerable.
- Respond to presenting health and welfare issues for clients and provide appropriate emergency and crisis support and short term case work interventions.
- Build client's confidence in the ability of Banyule Community Health to respond to client need with a person-centred approach; including identifying referral options that may be of assistance.
- Support vulnerable or at risk clients to navigate health and welfare systems to support their independence and empowerment.
- Provide and document planned care, undertake reviews and make referrals for clients in line with agency policy and procedures.
- Maintain client records and report data in line with agency procedures and funding guidelines.
- Work in partnership with other Banyule Community Health services to provide wrap around support to clients with complex health and social issues.

STANDARDS TO WHICH PERFORMANCE WILL BE ASSESSED

- Deliverables
- Alignment with BCH Core Capabilities
- Alignment with BCH values
- Alignment with BCH Code of Conduct
- Compliance with BCH Policies, Procedures and Practice Manuals
- Compliance with OHS, Risk and Quality frameworks

KEY SELECTION CRITERIA

Skills Requirements:

- Demonstrated ability to deliver person centred care approaches to emergency and crisis support, as well as providing short term case work to vulnerable clients
- Commitment to human rights and empathic responses to clients experiencing hardship
- Experience and capacity to lead and work in communities with diversity and challenging issues
- Demonstrated commitment and ability to advocate for vulnerable clients
- An ability to carry out intervention at an individual, group or community level

Knowledge Requirements:

- An understanding and commitment to the Social Model of Health and key social justice issues particularly in relation to supporting vulnerable community members through emergency and crisis support and case management.
- Knowledge of local services to support the care, support and empowerment of at risk and vulnerable clients
- Demonstrated experience and knowledge of all relevant practice guidelines and frameworks in relation to the role
- Demonstrated practice of the Person Centred Care philosophy to provide care and service delivery

Qualification and/or Experience:

- Tertiary qualifications in Social Work or other related disciplines
- Experience in the area of crisis support work and short term interventions for vulnerable or at risk individuals and families using a range of social work interventions
- Experience in working with socially and economically diverse communities
- A Working with children check will be required for this role.

Environmental Considerations: A physical and psychological constitution that matches the demands of the role

CONDITIONS OF EMPLOYMENT

A current Police Check (less than 6 months old) at date of appointment is required, with a re-

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check every 3 years and a current Working with Children Check may be required.

A Victorian Drivers Licence

This role will be based primarily at West Heidelberg, but may involve work from other BCH and associated sites.

SIGNATURES

I have read this document and agree to undertake the role and deliverables as listed above. I acknowledge that this Position Description is an accurate reflection of the duties and responsibilities. This Position Description will be reviewed regularly in consultation with me. I understand additional or other duties may be allocated to me commensurate with my training, skills and knowledge.

Employee's name _____

Employee's signature _____ Date _____

Manager's signature _____ Date _____

This position was reviewed on 6th September 2019

By General Manager Community Programs and Improvement

Approved by General Manager Community Programs and Improvement