

POSITION DESCRIPTION

Position Title:	State Social Worker
Status:	Fixed Term Full Time
Location:	Newington <i>(Note: occasional travel to all clinics across NSW may be required)</i>
Responsible to:	Director Integrated Health Services
Responsible for:	Nil
Collaborates with:	Practice Managers Nurse Manger – Day Surgery Manager Health Promotion Director of Nursing Medical Director Associate Medical Director Psychologist

Our Organisation

Family Planning Australia is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for every body in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.

Family Planning Australia is committed to excellence in meeting the reproductive and sexual health needs of the community. We achieve this by providing best practice, accredited clinical services, enhancing the knowledge and skills of service providers, improving the body of knowledge about reproductive and sexual health through rigorous research and evaluation, and leading international development projects to promote the rights of marginalised people in developing countries.

Position Overview

Reporting to the Director Integrated Health Services, the State Social Worker is a sole position within Family Planning Australia working within a multidisciplinary team and is responsible for delivering professional and high-quality social work services to the clients of FPA. The State Social Worker undertakes counselling, the dissemination of information, and facilitates referrals to appropriate health care providers under the principles of prevention and early intervention. The State Social Worker assesses and intervenes on a range of biopsychosocial concerns that might arise in the reproductive and sexual health context, including pregnancy options. The State Social Worker works with clinicians to support the implementation of the violence, abuse and neglect framework, including routine screening and responding to child protection concerns. The State Social Worker is also responsible for advising on relevant policies, procedures, resources and training requirements.

Selection Criteria

Essential Criteria

- Relevant tertiary qualifications (i.e. Bachelor of Social work (4 year degree) minimum) including eligibility for membership with Australian Association of Social Work (<http://www.aasw.asn.au/membershipinfo/membership-eligibility>)
- Minimum 5 years clinical experience in women's health, reproductive & sexual health, or other relevant field (e.g. community health) and approved to provide pregnancy options counselling services under Medicare

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- High level clinical social work skills and experience, including counselling and advocacy, in working with clients face to face and by telehealth
- Proven ability to develop and implement continuous quality improvement processes and adhere to regulatory requirements
- Demonstrated success in driving and implementing change in a multidisciplinary clinical setting
- High level ability to manage competing demands and demonstrate flexibility in adapting effectively to change
- High level interpersonal, negotiation, written and oral communication skills including advocacy, networking, policy development and report writing skills
- Sound computer skills, including MS Office applications
- Experience working with a diverse client base – this may include young people, Aboriginal and Torres Strait Islander people, culturally & linguistically diverse people and/or people with disability
- Must have full Australian working rights

Desirable Criteria

- Accredited Mental Health Social Worker
- Current unrestricted NSW Driver's License
- Previous experience working as a sole social worker within a multidisciplinary clinical team

Other requirements

- A Criminal Record Check and Working With Children Check are required prior to commencement in this role
- Immunisation / vaccination requirements apply to this role

Values

- We are a **pro-choice organisation** – staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
 - As an abortion service provider, staff in the organisation are expected to actively participate in the provision of abortion services in line with the full scope of their role.
 - For this role that means leading the clinic team in delivering high quality abortion services to clients, responding to feedback from clients regarding the service, and driving service improvement initiatives.
- Must support the Family Planning Australia values:
 - **Bold**
 - **Empowered**
 - **Collaborative**
 - **Compassionate**
 - **Human rights focus:** Support the individual's right to choose regarding their sexual reproductive health and rights

Key Responsibilities

Social work

- Actively participate in the development and implementation of a high quality and effective social work service

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- Promote an integrated approach to service delivery across the organisation
- Provide professional social work services to clients of FPA under the guiding principles of the *Code of Ethics 2010* and *Practice Standards 2013* set by the Australian Association of Social Workers (<http://www.aasw.asn.au/practitioner-resources/ethics-standards>)
- Provide high quality, client-centred, support and counselling to clients and their families to achieve optimal health outcomes
- Undertake counselling, dissemination of information, and facilitation of referrals to appropriate health care providers under the principles of prevention and early intervention
- Assess and intervene on a range of biopsychosocial issues that might arise in the reproductive and sexual health context, including pregnancy options
- Work with clinicians to implement the violence, abuse and neglect framework, including routine screening and responding to child protection concerns
- Develop, maintain and review relevant policies, procedures, resources and training materials
- Provide ongoing professional development to internal and external professionals in areas relevant to social work in the reproductive and sexual health context
- Work in collaboration with the Research Centre to co-ordinate social work clinical data collection, utilisation and auditing
- Provide consultancy and advisory input on health promotion and education projects & resources
- Participate in the coordination of the day to day operations of the social work service including providing professional peer support to other social work and psychology staff members
- Develop and implement effective administrative, record maintenance and reporting processes according to the endorsed service standards, reporting and legislative requirements
- Attend relevant clinical and operational meetings as required
- Monitor and evaluate social work service standards and performance and provide recommendations to address any related issues, including effective risk assessment & management and incident reporting
- Implement continuous process improvement, clinical audit and benchmarking best practices for the social work service
- Comply with the policies and procedures of FPA including the FPA Code of Conduct & Ethics
- Ensure adherence to the organisational values and behavioural standards of FPA
- Comply with all FPA policies and procedures in relation to information system and network security, protection of confidentiality and integrity of data and protection of the privacy of data subjects
- Maintain confidentiality and privacy in relation to any information related to any client, staff member, or other persons obtained in the conduct of the business of FPA
- Any other duties as required at the direction of the DIHS or CEO

Strategic direction and leadership

- Contribute to the development and implementation of strategic, operational and business plans
- Contribute to the achievement of strategic goals and annual business plan deliverables
- Ensure FPA meets clinical reporting requirements
- Contribute to the implementation of the consumer engagement framework

Staff

- Provide effective peer support to other social work staff

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- Facilitate and maintain effective communication with staff
- Participate in the annual performance management process and adjust position objectives and performance indicators according to changing requirements
- Participate in continuing professional development to ensure the maintenance of clinical practice standards
- Ensure adherence to principles of EEO, WHS and anti-discrimination legislation

Liaison

- Establish and maintain effective collaborative working relationships within FPA and with external stakeholders and professional groups

Financial and resource management / administration

- Maintain appropriate resource allocation, and effective management and administrative practices, in accordance with organisational policies, processes and delegations of FPA

Work health and safety

- All employees are responsible to ensure they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

Safety and quality

- Commit to maintaining best practice by adhering to the scope of practice and within clinical role boundaries defined by FPA policy
- Maintain the required professional qualifications and competence level to practice within the defined scope of practice
- Commit to clinical skill development and take personal responsibility to update knowledge, enhance skill and maintain professional accreditation and competency standards to perform within the context of practice
- Adhere to FPA's defined escalation and delegation policies and systems for clinical practices
- Apply defined clinical guidelines, policies, procedures and protocols in a manner relevant and appropriate to the client's needs
- Adhere to the *Incident Management Policy* to report and escalate any clinical issue with medicolegal implications within the specified time frame
- Share knowledge and provide relevant support to other staff members pertaining to psycho-social safety and wellbeing of clients according to the *Scope of Practice* guidelines and policy
- Refer appropriately within and outside the organisation
- Maintain clinic efficiency by
 - complying with the conditions of employment

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- maintaining high standards of clinical documentation
 - appropriately managing own time and collaborating with other team members as required
 - maintaining flexibility to enable clinic schedules to run smoothly and accommodate any emergencies that may arise
- Contribute to continuous quality improvement through proactive and regular review of the effectiveness of work practices and service delivery, and make improvement proposals and suggestions

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Family Planning Australia Capability Framework

Capability Group	Capability Name	Level Descriptor
Personal Attributes 	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	Act with Integrity Be ethical and professional, and adhere to the Family Planning Australia values	Adept
	Manage Self Show drive and motivation, a measured approach and a commitment to learning	Advanced
	Value Diversity Show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships 	Communicate Effectively Communicate clearly, actively listen to others and respond with respect	Advanced
	Commit to Customer Service Provide customer centric services in line with organisational objectives	Adept
	Work Collaboratively Collaborate with others and value their contribution	Adept
	Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflicts	Adept
Results 	Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Adept
Business Enablers 	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	Adept

For supervisory roles only

Capability Group	Capability Name	Level Descriptor
People Management 	Manage and Develop People Engage and motivate staff and develop capability and potential in others	Not applicable
	Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements	Not applicable
	Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles	Not applicable
	Manage Reform and Change Support, promote and champion change, and assist others to engage with change	Not applicable

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Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

Position holder:

Name:

Signature:

Date:

Supervisor:

Name:

Signature:

Date:
