

Position Description

Position Title	Senior Clinician Social Worker
Position Number	
Division	Clinical Operations
Department	Community Palliative Care
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Social Worker Grade 3
Classification Code	SC31 – SC34
Reports to	Manager – Specialist Palliative Care Service
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • Registration with Professional Regulatory Body or relevant Professional Association • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Grade Three Social Worker is responsible for the provision of Discipline Services within a designated clinical caseload, appropriate to their level of experience and competency. Grade Three level Social Worker are required to display autonomy of practice, whilst also contributing strongly to the interdisciplinary team.

The purpose of this position is to:

- Provide best practice, client centred clinical care to clients within the designated caseload in Specialist Palliative Care Service at Bendigo Health across Inpatient and Community Settings.
- Provide comprehensive psychosocial assessment and care planning across Inpatient and Community Settings
- Participate in and lead complex discharge planning by coordinating with multidisciplinary teams, patients, families, and community services to ensure continuity of care and reduce risk of readmission.
- Deliver advanced clinical interventions addressing issues such as adjustment to illness, cognitive decline, functional loss, family dynamics, anticipatory and grief and safeguarding concerns.
- Offer senior-level leadership, supervision, and guidance to social work staff and students, while contributing to service development, quality improvement, and adherence to best practice standards.
- This role may be rostered to work on weekends and public holidays
- Lead and contribute to the development of the Specialist Palliative Care Service, as well as the general Specialist Palliative Care Allied Health department programs as appropriate.

Responsibilities and Accountabilities

Key Responsibilities

The key responsibilities and duties of the Grade 3 Social Worker include, but are not limited to:

Key Responsibilities	Demonstrated by
1. Provision of care	• Work independently within approved scope of practice to provide safe, evidence-based care according to organisational policies and protocols in order to achieve optimal care. • Provide high levels of specialist knowledge, advice or guidance to other clinicians, consulting with supervisor and senior staff to escalate concerns, risks, clinical complexity and barriers where required • Lead/oversee high-performing clinical teams, and provide highly specialised advice to other employees or staff in their profession/discipline or other disciplines including secondary consultation

	• Use high levels of specialist clinical reasoning to ensure timely and responsive management of referrals and waitlists, in collaboration with the team as required • Evaluate the distribution of workloads, developing systems that respond to changes in clinical demands as required • Document in the medical history consistent with relevant Bendigo Health procedures and departmental requirements • Complete required program reporting and statistical records for client – related and other activities within specified timeframes. • Demonstrate specialised knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice.
2. Collaborative practice	• Work collaboratively with clients, their families and other stakeholders to establish a client focused multidisciplinary management plan, consistent with professional standards of practice and evidenced based practice • Work collaboratively with the multidisciplinary team to deliver safe client-focused care, providing high levels of specialist knowledge to health professionals and agencies internal and external to Bendigo Health regarding clinical management • Provide clinical handover to ensure client care is maintained • Facilitate the smooth transition of clients through the health care system, collaborating and liaising with relevant services to ensure continuity of care for individual clients and their families.
3. Quality, innovation and improvement	Innovation and change • Proactively seek opportunities to work with clients and colleagues to develop practical and creative solutions to workplace problems • Initiate, lead and contribute constructively to evidence based clinical care, new ideas or change processes within the organisation • Generate healthcare strategies/innovations that improve delivery of evidence based healthcare to clients. Quality improvement and research • Manage and lead quality improvement and research initiatives • Support and mentor other staff in the implementation and delivery of quality or research activities • Lead the translation of evidence into practice, including identifying clinical practice gaps, implementing and evaluating evidence based care • Use highly specialist knowledge to assist in the development of relevant unit business and quality plans, policies and protocols, underpinned by best available evidence, data analysis and client feedback. Safety and risk management • Carry out compliance and improvement against the key elements of quality, safety and accreditation requirements as directed • Observe safe working practices and as far as able, protect own and others' health and safety • Lead and contribute to designated evaluation of service provision and risk management and assist in modification of service delivery practices in line with current evidence based practice, data analysis and customer feedback.

4. Professional conduct	• Demonstrate highly developed oral and written communication skills • Recognise issues that may lead to conflict, constructively addressing issues as they arise, and where required escalating for advice and resolution in line with Bendigo Health procedures and values • Act to resolve complex issues by achieving common understanding on diverging interests, and mediating conflict situations as necessary • Display professionalism and highly-developed interpersonal skills • Demonstrate understanding of own personal and professional limitations, as well as the multidisciplinary team's scope of practice, and escalate as required • Adhere to profession specific standards of professional practice • Participate or lead in discipline and program working parties, expert advisory committees or external forums, as directed • Assume responsibility for relevant administrative portfolios or leadership roles as required • Work with operational and professional managers, or their delegates, to ensure that adequate time is allocated for non-clinical responsibilities such as participating in and providing clinical supervision, education, quality improvement and research, delegated portfolios, and attendance at meetings and committees.
5. Learning and Development	• Develop orientation and induction processes for staff and students • Provide supervision, training and teaching of students, Grade 1 and 2 staff, and other clinicians as required • Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol • Model a commitment to lifelong learning and evidence based practice by identifying knowledge gaps and developing education plans for individuals and teams • Provide professional development or facilitate teaching opportunities to staff within clinical areas of highly specialist knowledge • Use self-reflection techniques effectively to enhance care provision and promote and lead reflective practice • Complete all mandatory training and professional development requirements • Support the recruitment and management of staff and defined resources, in accordance with Bendigo Health Strategic Directions, operational plans and professional practice to ensure quality and activity targets are met.

Required Capabilities for Allied Health

Further to the key responsibilities outlined in this position description, Allied Health staff are required to demonstrate the capabilities outlined in the Bendigo Health Allied Health Grade Level Capabilities.

Key Selection Criteria

Essential

1. A degree in Social Worker or equivalent tertiary qualification with the ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Professional Standards document, including evidence of eligibility for membership of Australian Association of Social Workers
2. At least 7 years' experience relevant to Social Work in a health setting
3. Demonstrated understanding of contemporary practice and principles and evidence-based service delivery models for palliative care settings
4. Demonstrated advanced clinical expertise in Palliative Care settings, including comprehensive psychosocial assessment, discharge planning, complicated grief management for patients/ clients with life limiting illness.
5. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe consumer-focused care, providing high levels of specialist knowledge
6. Demonstrated ability to work autonomously with highly developed skills in organisation, time management, planning and priority setting
7. Demonstrated highly developed verbal and written communication skills with the ability to interact effectively with patients, carers, staff and the community

Desirable

8. Demonstrated leadership in innovative approaches to problem solving for individual consumers and/or service delivery, using highly specialised clinical skills or knowledge
9. Demonstrated commitment to continuous service improvement and demonstrated experience in the leadership, evaluation and implementation of quality improvement or research activities
10. Demonstrated experience in initiating, responding and contributing to change and leading others through this process
11. Demonstrated experience to lead and deliver the professional development and education of others in highly specialised clinical skill and knowledge areas

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.

- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.