

Position Description

Position Title	Grade 1 Social Worker
Position Number	
Division	Clinical Operations
Department	Social Work
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Social Worker Grade 1
Classification Code	SC12 – SC16
Reports to	Manager of Social Work
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

The Allied Health and Continuing Care Directorate offers a diverse range of programs and services which provide high quality person centred care to patients and consumers in inpatient, outpatient, and community settings.

Our services include:

- Allied Health
- Community and Ambulatory Care
- Community Dental Services
- Referral Centre
- Rehabilitation, Geriatric and Palliative Medicine

The Allied Health team at Bendigo Health comprises over 400 staff including Audiology, Dietetics, Exercise Physiology, Occupational Therapy, Physiotherapy, Podiatry, Psychology/Neuropsychology, Social Work, Speech Pathology, Spiritual Care and Allied Health Assistants. Allied Health clinicians work in a very broad range of roles and are valued in the contribution they make to the multi-disciplinary team.

The Social Work Department

Currently there are over 90 Social Workers across Bendigo Health who provide services to inpatient, outpatient and community programs in acute; sub-acute; community; and mental health areas. Social Work is a profession which prides itself on continuing to be informed by the latest theoretical frameworks and skills are maintained by all Social Work department staff. Annual Bendigo Health credentialing requirements ensure that Social Workers align to the Australian Association of Social Work (AASW) accreditation

standards. The team offer a comprehensive range of services to address the emotional and psychosocial aspects of health. Including providing care and understanding in relation to hospital services, finding resolutions for problems causing concern, and providing assistance to the patient to gain the confidence to take responsibility for and control of health and wellbeing.

Our social workers address client issues such as the emotional impacts of a current health issue, complex discharge planning, personal adjustment issues, loss, grief and/or trauma, end of life care/bereavement follow up and abuse prevention and response inclusive of safety planning. The team provides assessment services; counselling and support (practical and emotional); and facilitates safe and timely discharge or transition for patients relevant to their individual situation. The team works in partnership with relevant service areas both within Bendigo Health and external services to ensure best practice outcomes.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement and the Allied Health Grade Level Capabilities: Grade 1 Allied Health Professional. Please refer to links provided to these documents.

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

The purpose of this position is to:

- Provide best practice client centred clinical care to clients within the designated caseload in subacute inpatient services of Bendigo Health responsible for providing clinical interventions, including counselling, crisis management, and psychosocial assessments, for patients in inpatient subacute
- Collaborate with the interdisciplinary team to develop and implement comprehensive care and discharge plans that align with patients' clinical needs and recovery goals.
- Identify patients' social determinants of health, including financial, housing, and family-related concerns, and work to connect them with appropriate resources.
- This role may be rostered to work on weekends and public holidays
- Contribute to the development of the Social Work service, as well as the general Social Work department as appropriate.

Responsibilities and Accountabilities

Key Responsibilities

The key responsibilities and duties of the Grade 1 Social Work include, but are not limited to:

Key Responsibilities	Demonstrated by
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<p>1. Provision of care</p>	<ul style="list-style-type: none"> • Work independently within approved scope of practice to provide safe, evidence-based care according to organisational policies and protocols, taking responsibility for the quality of care at point of care within scope of practice • Use clinical reasoning to ensure timely and responsive management of referrals and waitlists and support the fair distribution of workloads in collaboration with the team 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 • Consult with or escalate concerns, risks, clinical complexity and barriers to supervisor and senior staff • Demonstrate sound knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice-
<p>2. Collaborative practice</p>	<ul style="list-style-type: none"> • 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, liaising with health professionals and agencies internal and external to Bendigo Health regarding clinical management where necessary • 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.
<p>3. Quality, innovation and improvement</p>	<p>Innovation and change</p> <ul style="list-style-type: none"> • Work with clients and colleagues to develop practical and creative solutions to workplace problems • Contribute to an innovative and evidence-based approach to Allied Health service delivery by recognising areas for improvement, and suggesting new ways of working to improve team functioning and effectiveness. <p>Quality improvement and research</p> <ul style="list-style-type: none"> • Contribute to the attainment and sharing of professional clinical expertise through the participation in quality and/or research activities as directed and supported by senior clinician/clinical supervisor/manager • Contribute to translating evidence into practice, through identifying clinical practice gaps, implementing and evaluating evidence based care • Assist in the development of relevant department business and quality plans, policies and protocols, informed by best available evidence, data analysis and client feedback. <p>Safety and risk management</p> <ul style="list-style-type: none"> • Carry out compliance and improvement against the key elements of quality, safety and accreditation requirements as directed

	<ul style="list-style-type: none"> • Observe safe working practices and as far as able, protect own and others' health and safety • Contribute to quality and safety activities such as risk management, clinical audits and benchmarking auditing processes to ensure consistency with Bendigo Health procedures and departmental requirements.
4. Professional conduct	<ul style="list-style-type: none"> • Demonstrate effective oral and written communication skills • Recognise issues that may lead to conflict, constructively addressing issues as they arise, and escalate for advice and resolution, in line with Bendigo Health procedures and values • Display professionalism and well-developed interpersonal skills • Demonstrate understanding of own personal and professional limitations and escalate as required • Adhere to profession specific standards of professional practice • Actively participate in relevant meetings, working parties and portfolios 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 clinical supervision, education, quality improvement and research, delegated portfolios, and attendance at meetings and committees.
5. Learning and Development	<ul style="list-style-type: none"> • Work with students and other allied health clinicians (such as Allied Health Assistants) with guidance from senior clinicians/clinical supervisor as required • Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol • Demonstrate a commitment to lifelong learning and evidence based practice through participating in professional development for self and supporting the knowledge and skill development of other professional groups, with guidance from senior staff as required • Reflect on clinical practice to identify strengths and learning areas requiring further development • Complete all mandatory and required training and professional development requirements.

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.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff

must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. A degree in Social Work 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. Demonstrated knowledge relevant to Social Work in a healthcare setting.
3. Demonstrated knowledge of contemporary practice and principles and evidence based service delivery models for inpatient hospital settings.
4. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe consumer-focused care
5. Demonstrated ability to work autonomously with effective organisation and time management skills to manage clinical and non-clinical priorities and meet timeframes
6. Demonstrated effective oral and written communication skills with the ability to interact effectively and appropriately with patients, carers, staff and the community

Desirable

7. Demonstrated commitment to continuous service improvement and demonstrated knowledge of the role of quality improvement and research in improving health outcomes
8. Demonstrated conflict resolution and negotiation skills, and a willingness to seek appropriate support/assistance as required
9. Demonstrated ability to build and sustain positive working relationships
10. Demonstrated emotional intelligence, particularly in stressful situations including responsibility for own actions and behaviours including knowledge of how they impact on self and others

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality client care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Drivers Licence A current Victorian driver's licence is required for this position.

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.