

## POSITION DESCRIPTION

<b>Position:</b>	Social Worker Grade 1
<b>Directorate</b>	Patient Experience
<b>Division:</b>	Outpatient Services
<b>Business Unit:</b>	Allied Health
<b>Enterprise Agreement</b>	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC HEALTH SECTOR) SINGLE INTEREST ENTERPRISE AGREEMENT
<b>Reports to:</b>	Allied Health Manager



## MILDURA BASE PUBLIC HOSPITAL

Mildura Base Public Hospital (MBPH) was established as a new entity in September 2020. From day one, MBPH has aspired to provide exceptional patient care and be a leading healthcare provider in the north west of Victoria, known for its high level of professionalism, quality care and community engagement and positive and aligned workplace culture.

MBPH employs over 900 staff and has 172 beds and provides a range of acute services in emergency, maternity, intensive care, rehabilitation, community services, psychiatric in and out patient care, palliative care, renal dialysis and chemotherapy service to the people of North West Victoria. The hospital also provides medical imaging and pathology services.

## VISION

Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 6** of this document.

## STRATEGIC OBJECTIVES



## **POSITION SUMMARY**

The Allied Health department at Mildura Base Public Hospital comprises of Physiotherapy, Exercise Physiology, Occupational Therapy, Speech Pathology, Dietetics, Social Work and Allied Health Assistants. Allied Health clinicians are valued within the organisation and these disciplines report to an Allied Health Manager. The diversity of the workload for an Allied Health clinician is a key benefit within our organisation.

The Mildura Base Public Hospital Social Work team provides services across the acute and sub-acute setting. The Grade 1 Social Worker is a valuable member of the Allied Health department and contributes to patient care at Mildura Base Public Hospital (MBPH) by providing a high-quality social work service within a multidisciplinary setting. The Grade 1 Social Worker position will take part in a roster across acute and sub-acute services.

## **KEY RESPONSIBILITIES AND DUTIES**

### **1. Clinical**

The Social Work Grade 1 will demonstrate and apply clinical competence through:

- 1.1. Providing patient focused clinical services in co-operation with the multi-disciplinary team.
- 1.2. Ensuring all clinical activity undertaken fulfils or exceeds the competency standards of the profession, and the minimum standards for the programs into which they input/relate.
- 1.3. Spending 80% of time in patient attributable activity; the other 20% in non-clinical tasks as required.
- 1.4. Facilitating the smooth transition of patients through the health care system, liaising with relevant staff and community agencies to ensure continuity of care for individual patients and their families.
- 1.5. Working within the multi-disciplinary team, recognising and respecting the expertise and contribution of all team members, collaborating to refer patients to other services as necessary.
- 1.6. Provide assessment, intervention and consultative services to patients and demonstrating knowledge and appropriate use of services relevant to the patient/family.
- 1.7. Attending relevant ward rounds/case conferences and family meetings.
- 1.8. Engage in clinical work that is guided by evidence-based practice and in which outcomes are monitored and modifications made as required.
- 1.9 Conducting shift work as required in consultation with Team Leader and Allied Health Manager.

### **2. Communication**

The Social Worker Grade 1 will demonstrate significant communication skills and the ability to negotiate and consult widely at all levels through:

- 2.1. Maintaining timely, effective and professional oral and written communication at all levels within MBPH, and with external professional and organisations as required.

### **3. Service Planning and Coordination**

The Social Worker Grade 1 will demonstrate an understanding of the factors affecting healthcare and apply this knowledge to improve services and health outcomes at MBPH through:

- 3.1. Demonstrating knowledge of relevant business plans and contributing to the development of the work area.
- 3.2. Actively contributing to the preparation for, and the achievement of, the National Safety and Quality Health Service Standards.
- 3.3. Demonstrating a basic knowledge of the public health system, and its financial and structural arrangements.
- 3.4. Actively participating in any Allied Health programs, education or meetings as appropriate or as delegated by the allied health manager and/or program manager.
- 3.5. Participating in at least one quality improvement activity per rotation and maintaining a portfolio.
- 3.6. Maintaining active participation on committees and working parties as required.
- 3.7. Applying Mildura Base Public Hospital policies, procedures and guidelines in practice.

#### **4. Information Management**

The Social Worker Grade 1 will ensure information is managed in line with organisational, allied health and discipline standards by:

- 4.1. Demonstrate proficiency in all appropriate IT programs related to patient management.
- 4.2. Meeting the documentation requirements for all programs.
- 4.3. Completing required statistical records for patient related and other activities within the specified timeframes.
- 4.4. Participating in the monitoring and review of data generated for the purposes of discussing staffing requirements and workloads, and for monitoring the efficiencies of new work practices and quality activities in relevant forums.

#### **5. Training and Professional Development**

The Social Worker Grade 1 will demonstrate a commitment to, and responsibility for, individual professional development through:

- 5.1. Meeting the standards of any MBPH credentialing requirements.
- 5.2. Actively participating in training and professional development as required to achieve the service and program objectives of MBPH.
- 5.3. Actively participating in the coordination of at least one CPD activity per year.
- 5.4. Undertaking mandatory training within the required timeframes.

5.5. Actively participating in the allied health and discipline specific orientation, induction, mentorship, supervision, and performance management programs, and seeking assistance where needed

5.6. Establishing, maintaining and fulfilling a personal professional development plan with identified learning needs and goals to extend clinical knowledge and skills, to be reviewed annually at the Performance Review and Development Plan meeting (annual appraisal).

5.7. Monitoring new developments in allied health through journal review, attending and presenting at departmental in-services and attending other relevant internal and external educational opportunities.

5.8. Actively participating in the support and development of staff.

## 6. Teaching and Training

The Social Worker Grade 1 will participate in training, teaching and research programs by:

6.1. Assisting in relevant research activities under the guidance of senior staff or management.

6.2. Participating in the supervision and teaching of Social Work students

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group'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. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital 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).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Essential:

- Degree in Social Work recognised by the AASW
- Eligible for AASW national accreditation status in line with satisfying the Allied Health credentialing requirements for Mildura Base Public Hospital

### Desirable:

- Ability to work effectively and collaboratively in a multi-disciplinary, multi-functional environment
- Demonstrated effective written and oral communication skills
- Demonstrated time management skills to manage a caseload, meet deadlines, maintain schedules, set goals/objectives, as required



- Proficient information technology skills in email, internet and word

**Personal Qualities, Knowledge and Skills:**

- A personal approach that is positive, enthusiastic, friendly and helpful
- Ability to interact and communicate with a diverse range of people at all levels
- Ability to work collaboratively in a team as well as independently
- A willingness and ability to learn
- Ability to give excellent customer service to both internal and external customers
- Flexibility to operate in an environment of change and continuous improvement.

**MANDATORY REQUIREMENTS****National Police Record Check**

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

**Working with Children Check:**

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

**Immunisation Requirements**

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

**Drivers Licence**

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

*All Mildura Base Public Hospital 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 Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.*

**ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

## LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome



## POSITION DESCRIPTION

<b>Position:</b>	Social Worker Grade 2
<b>Directorate</b>	Patient Experience
<b>Division:</b>	Outpatient Services
<b>Business Unit:</b>	Allied Health
<b>Enterprise Agreement</b>	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC HEALTH SECTOR) SINGLE INTEREST ENTERPRISE AGREEMENT
<b>Reports to:</b>	Allied Health Manager



## MILDURA BASE PUBLIC HOSPITAL

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## VISION

Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 7** of this document.

## STRATEGIC OBJECTIVES

Our Vision

**Mildura Base Public Hospital – providing exceptional care**

Strategic pillars

We achieve this by...

**Caring for our community**

Ensuring our focus is on person centred care.

Using best evidence-based practice to deliver exceptional care.

Empowering our communities to manage and improve their health and wellbeing.

**Aspirational through our culture**

Leading a values based, accountable, quality & safety culture.

Continuous improvement of service delivery and provision of care. Operating safely and efficiently with a skilled and effective workforce.

Being an employer of choice, enabling our staff to be at their best.

**Trusted in our relationships**

Community have an understanding of our role and confidence in our services.

Partnering across sectors to strengthen our services.

Addressing our communities shared challenges in partnership by applying innovative solutions.

**Sustainable in our Services**

Reinvesting in the community and its wellbeing through sustainable models of operations.

Delivering and supporting shared services to improve access to the best and right care.

Strengthening our planning approach with the patient at the centre.



## **POSITION SUMMARY**

The Allied Health department at Mildura Base Public Hospital comprises of Physiotherapy, Exercise Physiology, Occupational Therapy, Speech Pathology, Dietetics, Social Work and Allied Health Assistants. Allied Health clinicians are valued within the organisation and these disciplines report to an Allied Health Manager. The diversity of the workload for an Allied Health clinician is a key benefit within our organisation.

The Mildura Base Public Hospital Social Work team provides services across the acute and sub-acute setting. The Grade 1 Social Worker is a valuable member of the Allied Health department and contributes to patient care at Mildura Base Public Hospital (MBPH) by providing a high-quality social work service within a multidisciplinary setting. The Grade 1 Social Worker position will take part in a roster across acute and sub-acute services.

## **KEY RESPONSIBILITIES AND DUTIES**

### **1. Clinical**

The Social Worker Grade 2 will demonstrate and apply clinical competence through:

1.1. Providing patient-centred assessment, intervention and consultative clinical services in cooperation with the multi-disciplinary team.

1.2. Taking a lead clinical role when required, demonstrating special knowledge and depth of experience appropriate to the designated case types.

1.3. Spend 70% of time in patient activity; the other 30% in non-clinical duties, examples of which are described in sections 3, 4, 5 and 6 below.

1.4. Using knowledge and appropriate use of relevant services, facilitating the smooth transition of patients through the health care system, liaising with relevant staff and community agencies to ensure continuity of care for individual patients and their families.

1.5. Working within the multi-disciplinary team, recognising and respecting the expertise and contribution of all team members, collaborating to refer patients to other services as necessary.

1.6. Attending relevant ward rounds/case conferences and family meetings.

1.7. Ensuring all clinical activity undertaken fulfils or exceeds the competency standards of the profession, and the minimum standards for the programs into which they input/relate.

1.8. Engaging in clinical work that is guided by evidence-based practice and in which outcomes are monitored and modifications made as required.

1.9. Implementing complex intervention plans based on assessment.

1.10. Managing time and prioritising competing demands so that clinically appropriate care is delivered in a timely fashion, and non-clinical deadlines and responsibilities are met.

1.11. Meeting discipline specific requirements as designated by the senior social worker or allied health manager.

1.12. Conducting shift work as required in consultation with Team Leader and Allied Health Manager

### **2. Communication**



The Social Worker Grade 2 will demonstrate significant communication skills and the ability to negotiate and consult widely at all levels through:

- 2.1. Maintaining timely, effective and professional oral and written communication at all levels within MBPH, and with external professional and organisations as required.
- 2.2. Demonstrating skills in negotiation and conflict resolution.

### **3. Service Planning and Coordination**

The Social Worker Grade 2 will demonstrate an understanding of the factors affecting healthcare and apply this knowledge to improve services and health outcomes at MBPH through:

- 3.1. Contributing to, and demonstrating accountability in, the development of the work area and the Social Work Department Business Plan.
- 3.2. Actively contributing to the preparation for, and the achievement of, the National Safety and Quality Health Service Standards.
- 3.3. Demonstrating an understanding of the public health system, and its financial and structural arrangements.
- 3.4. Actively contributing in any Allied Health programs, education or meetings as appropriate or as delegated by the allied health manager and/or program manager.
- 3.5. Participating in quality improvement activities as appropriate and maintaining a portfolio.
- 3.6. Maintaining active participation on committees and working parties as required.
- 3.7. Applying Mildura Base Public Hospital policies, procedures and guidelines in practice.

### **4. Information Management**

The Social Worker Grade 2 will ensure information is managed in line with organisational, allied health and discipline standards by:

- 4.1. Demonstrate proficiency in all appropriate IT programs related to patient management.
- 4.2. Meeting the documentation requirements for all programs.
- 4.3. Completing required statistical records for patient related and other activities within the specified timeframes.
- 4.4. Participating in the monitoring and review of data generated for the purposes of discussing staffing requirements and workloads, and for monitoring the efficiencies of new work practices and quality activities in relevant forums.

### **5. Training and Professional Development**

The Social Worker Grade 2 will demonstrate a commitment to, and responsibility for, individual professional development through:

- 5.1. Participating in, and meeting the standards of, the MBPH Allied Health Credentialing and Scope of Practice policy document.

5.2. Actively participating in training and professional development as required to achieve the service and program objectives of MBPH.

5.3. Actively participating in the coordination of at least one CPD activity per year.

5.4. Undertaking mandatory training within the required timeframes.

5.5. Actively participating in the development, delivery and coordination of orientation, induction, mentorship, supervision, education and professional development of allied health staff, students (including work experience students) and other MBPH personnel as required.

5.6. Establishing, maintaining and fulfilling a personal professional development plan with identified learning needs and goals to extend clinical knowledge and skills, to be reviewed annually at the Performance Review and Development Plan meeting (annual appraisal).

5.7. Monitoring new developments in allied health through journal review, attending and presenting at departmental in-services and attending other relevant internal and external educational opportunities.

5.8. Actively participating in the support and development of staff, including formal clinical supervision when appropriate.

## 6. Teaching and Training

The Social Worker Grade 2 will participate in training, teaching and research programs by:

6.1. Assisting in relevant research activities under the guidance of senior staff or management.

6.2. Assist in the supervision and teaching of Social Work students and staff

## GENERAL RESPONSIBILITIES

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group'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. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital 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).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Essential:

- Degree in Social Work recognised by the AASW
- Eligible for AASW national accreditation status in line with satisfying the Allied Health credentialing requirements for Mildura Base Public Hospital
- Demonstrated knowledge, skill and experience appropriate to a Grade 2 Social Worker in order to plan and organise an effective Social Work service

**Desirable:**

- Flexibility and adaptability within the work environment to allow strong performance both autonomously and within a multi-disciplinary team
- Demonstrated high levels of interpersonal and communication skills
- Demonstrated initiative and creative thinking
- Demonstrated high level of knowledge and skills in the relevant clinical areas
- Demonstrated commitment to quality improvement
- Demonstrated ability to meet deadlines

**Personal Qualities, Knowledge and Skills:**

- High level of self-confidence
- Ability to interact and communicate with a diverse range of people at all levels
- Ability to work collaboratively in a team as well as independently
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn
- Ability to give excellent customer service to both internal and external customers
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
- Flexibility to operate in an environment of change and continuous improvement

**MANDATORY REQUIREMENTS****National Police Record Check**

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

**Working with Children Check:**

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

**Immunisation Requirements**

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

**Drivers Licence**

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

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### **ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_





## Happy WE ARE POSITIVE

### As an organisation

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### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
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### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
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We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

## LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome



## POSITION DESCRIPTION

<b>Position:</b>	Social Worker Grade 3
<b>Directorate</b>	Patient Experience
<b>Division:</b>	Outpatient Services
<b>Business Unit:</b>	Allied Health
<b>Enterprise Agreement</b>	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC HEALTH SECTOR) SINGLE INTEREST ENTERPRISE AGREEMENT
<b>Reports to:</b>	Allied Health Manager



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Mildura Base Public Hospital – providing exceptional care.

## PURPOSE

To improve health outcomes for our tri-state communities by creating partnerships, leading culture and building our team to deliver sustainable services.

## VALUES

All employees of the Mildura Base Public Hospital are required to uphold the HEART values of our organisation. For information on our **HEART** values and the expectations to uphold the values, please refer to **page 7** of this document.

## STRATEGIC OBJECTIVES



## **POSITION SUMMARY**

The Allied Health department at Mildura Base Public Hospital comprises of Physiotherapy, Exercise Physiology, Occupational Therapy, Speech Pathology, Dietetics, Social Work and Allied Health Assistants. Allied Health clinicians are valued within the organisation and these disciplines report to an Allied Health Manager. The diversity of the workload for an Allied Health clinician is a key benefit within our organisation.

The Mildura Base Public Hospital Social Work team provides services across the acute and sub-acute setting. The Grade 1 Social Worker is a valuable member of the Allied Health department and contributes to patient care at Mildura Base Public Hospital (MBPH) by providing a high-quality social work service within a multidisciplinary setting. The Grade 1 Social Worker position will take part in a roster across acute and sub-acute services.

## **KEY RESPONSIBILITIES AND DUTIES**

### **1. Clinical**

The Social Worker Grade 3 will demonstrate and apply clinical competence through:

- 1.1. Take a clinical lead role, demonstrating specialist knowledge and depth of experience.
- 1.2. Spend 60% of time in client activity, the other 40% in non-clinical duties (refer to items 3 to 6 below).
- 1.3. Facilitating the smooth transition of clients through the health care system, liaising with relevant staff and community agencies to ensure continuity of care for individual patients/clients and their families:
- 1.4. Working within the multi-disciplinary team, recognising and respecting the expertise and contribution of all team members, collaborating to refer clients to other services as necessary.
- 1.5. Demonstrating knowledge and appropriate use of services relevant to the client/family.
- 1.6. Attending and be actively involved in relevant ward rounds, case conferences, family meetings and team administrative meetings.
- 1.7. Ensuring all clinical activity undertaken fulfils or exceeds the competency standards of the profession, and the minimum standards for the programs into which they input/relate.
- 1.8. Engaging in clinical work that is guided by evidence-based practice and in which outcomes are monitored and modifications made as required.
- 1.9. Implementing complex treatments / intervention plans based on assessment.
- 1.10. Managing time and prioritising competing demands so that clinically appropriate care is delivered in a timely fashion, and non-clinical deadlines and responsibilities are met.
- 1.11. Meeting discipline specific requirements as designated by the allied health manager.
- 1.12. Conducting shift work as required in consultation with Allied Health Manager.

### **2. Communication**

The Social Worker Grade 3 will demonstrate significant communication skills and the ability to negotiate and consult widely at all levels through:



2.1. Maintaining timely, effective and professional oral and written communication at all levels within MBPH, and with external professional and organisations as required.

2.2. Demonstrating skills in negotiation and conflict resolution.

### **3. Service Planning and Coordination**

The Social Worker Grade 3 will demonstrate an understanding of the factors affecting healthcare and apply this knowledge to improve services and health outcomes at MBPH through:

3.1. Contributing to, and demonstrating accountability in, the development of the work area and the Social Work Department Business Plan.

3.2. Actively contributing to the preparation for, and the achievement of, the National Safety and Quality Health Service Standards.

3.3. Demonstrating an understanding of the public health system, and its financial and structural arrangements.

3.4. Actively contributing in any Allied Health, program or unit meetings as appropriate or as delegated by the allied health manager and/or program manager.

3.5. Take a lead role (planning, implementing and monitoring) in a minimum of one documented quality improvement project every half yearly and maintaining a portfolio.

3.6. Active participation on committees and working parties as required.

3.7. Applying Mildura Base Public Hospital policies, procedures and guidelines in practice.

### **4. Information Management**

The Social Worker Grade 3 will ensure information is managed in line with organisational, allied health and discipline standards by:

4.1. Demonstrate proficiency in all appropriate IT programs related to patient management and be able to assist the training of others.

4.2. Meeting the documentation requirements for all programs.

4.3. Completing required statistical records for client related and other activities within the specified timeframes.

4.4. Participating in the monitoring and review of data generated for the purposes of discussing staffing requirements and workloads, and for monitoring the efficiencies of new work practices and quality activities in relevant forums.

### **5. Training and Professional Development**

The Social Worker Grade 3 will demonstrate a commitment to, and responsibility for, individual and departmental professional development through:

5.1. Participating in, and meeting the standards of, the MBPH Allied Health Credentialing and Scope of Practice policy document.



5.2. Actively participating in training and professional development as required to achieve the service and program objectives of MBPH.

5.3. Actively participating in the coordination of at least one CPD activity per year.

5.4. Undertaking mandatory training within the required timeframes.

5.5. Actively participating in the development, delivery and coordination of orientation, induction, mentorship, supervision, education and professional development of allied health staff, students (including work experience students) and other MBPH personnel as required.

5.6. Establishing, maintaining and fulfilling a personal professional development plan with identified learning needs and goals to extend specialist clinical knowledge and skills, to be reviewed annually at the Performance Review and Development Plan meeting (annual appraisal)..

5.7. Monitoring new developments in allied health through journal review, attending and presenting at departmental in-services and attending other relevant internal and external educational opportunities.

5.8. Actively participating in the support and development of staff, including formal clinical supervision and conducting annual Performance Review and Development Plan meetings (annual appraisal) when appropriate.

5.9. Integrate new learning into practice both individually and more broadly where required. This will be demonstrated by evidence presented at the annual Performance Review and Development Plan meeting (annual appraisal).

## **6. Teaching and Training**

The Social Worker Grade 3 will participate in training, teaching and research programs by:

6.1. Assisting in relevant research activities under the guidance of senior staff or management.

6.2. Assist in the supervision and teaching of Social Work students and staff

## **GENERAL RESPONSIBILITIES**

Employees are required to comply with the **Victorian Government's Code of Conduct**. All staff must ensure they comply with **policies, procedures** and standard ways of work practices when carrying out their work.

Employees are responsible to take reasonable care of their own **health and safety** and the safety of others, to cooperate with the group'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. All staff must adhere to the policies and procedures as set out in the hospital's **infection control** manuals.

All information concerning Mildura Base Public Hospital, its patients, clients, residents and staff should remain strictly **confidential**. Any unauthorised disclosure of such information may result in disciplinary action. As a Mildura Base Public Hospital 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).

Any breach in compliance to any of the above general responsibilities may result in disciplinary action.

## KEY SELECTION CRITERIA

### Essential:

- Degree in Social Work recognised by the AASW
- Eligible for AASW national accreditation status in line with satisfying the Allied Health credentialing requirements for Mildura Base Public Hospital
- Demonstrated knowledge, skill and experience appropriate to a Grade 3 Social Worker in order to plan and organise an effective Social Work service

### Desirable:

- Flexibility and adaptability within the work environment to allow strong performance both autonomously and within a multi-disciplinary team
- Demonstrated high levels of interpersonal and communication skills
- Demonstrated initiative and creative thinking
- Demonstrated high level of knowledge and skills in the relevant clinical areas
- Demonstrated commitment to quality improvement
- Demonstrated ability to meet deadlines

### Personal Qualities, Knowledge and Skills:

- High level of self-confidence
- Ability to interact and communicate with a diverse range of people at all levels
- Ability to work collaboratively in a team as well as independently
- A personal approach which is positive, enthusiastic, friendly and helpful
- A willingness and ability to learn
- Ability to give excellent customer service to both internal and external customers
- Ability to introduce new concepts through innovation, influencing, negotiating and persuasion skills
- Flexibility to operate in an environment of change and continuous improvement

## MANDATORY REQUIREMENTS

### National Police Record Check

A current and satisfactory National Police Record Check must be presented to the Division of People and Culture by all new staff prior to commencement at Mildura Base Public Hospital.

### Working with Children Check:

Mildura Base Public Hospital has a responsibility to provide a child safe environment. This position is a defined “child-related role” at Mildura Base Public Hospital. As such you must maintain a valid working with children check. In addition, you will be required to assist Mildura Base Public Hospital in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

### Immunisation Requirements

As part of your employment conditions, you will be asked to provide documented evidence of healthcare worker immunisation or immunity to communicable vaccine-preventable diseases prior to commencing employment with MBPH. If you do not provide satisfactory evidence that you have the required immunisation and you have commenced employment, consideration will be given to your ongoing employment and termination may result.

### Drivers Licence

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

*All Mildura Base Public Hospital 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 Mildura Base Public Hospital's discretion and activities may be added, removed or amended at any time.*

### **ACKNOWLEDGEMENT BY EMPLOYEE**

I acknowledge having received and read the content of this position description (including but not limited to aspects of the role contained within) and understand the requirements of the position.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## Happy WE ARE POSITIVE

### As an organisation

We aspire to be happy in all our dealings with people. Everyday we strive to be the best version of ourselves, and we seek to continuously improve our organisation, ourselves and each other through personal and professional growth. We believe that happy people do their best work. We know that joy in our journey is invaluable to a sustainable and lasting success.

### Individually

- Use positive language in interactions with staff, patients and community
- Honour the work we do and choose candour, respect and kindness everyday
- Focus on the positive aspects of a situation, what is going well and what can be learned
- Share in moments of joy
- Welcome others to MBPH
- Bring an energy to work that is infectious to others
- Provide growth opportunities and effective feedback to staff to ensure they are supported to achieve their best



## Empathetic WE ARE CARING

### As an organisation

We put our patients first, and we listen and deal with their needs. We are compassionate people who make MBPH a place for healing, growth and success for patients, their families and our staff.

### Individually

- Make time to actively listen and understand one another
- Walk in others' shoes
- Consider an individual person's needs when making decisions and recommendations
- Treat others how I would like to be treated
- Recognise and support one another
- Make decisions based on patient's needs and in consultation with others involved in care



## Accountable WE ARE COMMITTED

### As an organisation

We take ownership of the actions and decisions made. We do the right thing in all our interactions. We reward based on great outcomes, and we are transparent in both our successes and failures. We use good judgement and everyday we make our patients' journey better.

### Individually

- Be courageous in challenging the process to get a better result
- Ensure the project is clear on roles, responsibilities and timeframes
- Be engaged throughout
- Keep a 'whole of life' picture
- Comply with Code of Conduct; company policies and procedures; industry standards and legislation
- Be responsible for monitoring the right way to do things.



## Respectful WE ARE OPEN TO OTHERS

### As an organisation

We build effective relationships and emphasise the importance of diversity and inclusion in our workplace. We recognise and value the views and the experiences our staff and patients bring to our organisation.

### Individually

- Show pride in our roles and our workplace
- Recognise and understanding the influence of a person's situation, background and beliefs and how they can be shown due respect
- Include all backgrounds – gender/ age/sex/abilities/race/religion/sexual orientation/culture
- Be aware of assumptions and biases when making decisions
- Take care of and sustain our workplace, equipment and environment
- Embrace awareness for other perspectives and experiences



## Team-based WE ARE ONE TEAM

### As an organisation

We do our best work when we collaborate within and across teams. Everyday we strive to be our best selves. We know that individual differences can strengthen teams and we trust and respect each others' contribution. We make sure we have the right people in the right jobs with the right tools, resources and equipment. And we know, no single person is bigger than the team.

### Individually

- Acknowledge contributions of team members
- Seek to understand the bigger picture, collaborate with others openly and honestly
- Lend a hand, always
- Encourage connections with relevant internal and external stakeholders to meet patients' needs
- Collaborate and share knowledge within and across teams
- Connect with exceptional industry leaders to build capabilities
- Recognise and foster talents in others

## LANGUAGE WE USE

"I choose..."  
"I care..."  
"I prefer..."  
"I will..."  
"I can..."  
"Is there a better way to do this?"  
"Can we explore that more so I can understand it better?"  
"We will...us...we can..."

## LANGUAGE WE DON'T USE

"I have to..."  
"I must..."  
"If only..."  
"Ah well, that is because of XYZ..."  
"Our processes do not let us do it"  
"Things have always been done this way"  
"Them and us"

## THINGS WE DON'T DO

- Negativity, sledging, rumours or gossip
- Unprofessional, inconsistent or showing lack pride in our work
- See only problems, block progress
- Wait for others to do the work
- Do nothing
- Find fault, see obstacles
- Victim mentality
- Lack of understanding for others' needs
- Emphasis on status, hierarchy, egos
- Ignore, disregard and show lack of appreciation for a person's situation, background and experience when making decisions and reacting to situations
- We will not waste others' time or keep people waiting
- Dismiss the efforts of others to achieve an outcome

