

POSITION DESCRIPTION

Position:	MBPH at Home Social Worker
Directorate	Clinical Operations
Division:	Outpatient Services
Business Unit:	Community Services
Enterprise Agreement	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC HEALTH SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT
Reports to:	Community Services 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 8 of this document.

STRATEGIC OBJECTIVES



MBPH @Home

Mildura Base Public Hospital is committed to the Better at Home initiative to deliver healthcare within patients' homes, through improving and expanding home delivered care. This will enable the organisation to support more acute care, rehabilitation and geriatric evaluation and management within the home. Improving patient outcomes and increasing satisfaction by allowing clients to stay socially connected and better supported by the multidisciplinary team within the home. MBPH@Home aims to provide an alternative to being admitted to or remaining in hospital & the opportunity to recover and rehabilitate within the client's own home.

POSITION SUMMARY

Mildura Base Public Hospital provides services across the acute and sub-acute settings. This position provides an opportunity for a Social Worker to contribute to the aims of the MBPH@Home programs within the subacute setting.

The MBPH@Home Social Worker would be a valuable member of the Community Services team and contributes to high quality social worker services within several community service programs, which includes Transition Care Program, Rehabilitation in the Home and GEM@Home. You would be member of the multidisciplinary team providing expertise within the discipline and contributing to the overall case management of the client.

The purpose of the MBPH@Home Social Worker position is:

- To provide comprehensive social worker services and assessments to clients who are participants in MBPH community services programs
- Participate in case conferencing and team meetings as required
- To provide specialist social worker advice to the multi-disciplinary team and contribute to the overall client care plan
- Provide support to Allied Health Assistants employed within the MBPH@Home programs
- Potential to support and supervise Grade 1 social workers, students and Allied Health Assistants as required
- To contribute to the development of the social work service within the MBPH@Home programs
- Assessment, review & development of individual evidence-based treatment plans
- Consultation with the client, family members and other stakeholders to ensure the goals of the clients are achieved
- Provision for professional and educational support from MBPH Allied Health team

KEY RESPONSIBILITIES AND DUTIES

1. Clinical

The MBPH@Home Social Worker will demonstrate and apply professional competence through:

- 1.1. Providing client focused assessment, interventions and consultative professional services in cooperation with the multidisciplinary team
- 1.2. Taking a lead clinical role in the MBPH@Home Program, demonstrating special knowledge and depth of experience appropriate to the designated case types.
- 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 relevant 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 intervention plans based on assessment.
- 1.10 Managing time and prioritising competing demands so that 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 team and or Community Services Manager

2. Communication

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

- 3.1. Contributing to, and demonstrating accountability in, the development of the work area and social worker services
- 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 to the MBPH@Home programs, education or meetings as appropriate or as delegated by the Community Services Manager and/or program manager.
- 3.5. Participating in quality improvement activities as appropriate
- 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 MBPH @ Home Social Worker will ensure information is managed in line with organisational, allied health and discipline standards by:

- 4.1. Meeting the documentation requirements for all programs.
- 4.2. Completing required statistical records for client related and other activities within the specified timeframes.
- 4.3. 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 MBPH@Home Social Worker 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.
- 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).

6. Teaching and Training

The MBPH@Home Social worker 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:

- Bachelor of Social Work or equivalent
- Current registration as a Social Worker with the Australian Health Practitioner Regulatory Agency (AHPRA)
- Eligible for Australia Association of Social Workers national accreditation status
- Understanding of My Aged Care services; referrals, funding & resources
- Navigating aged care funding options
- Ability to work in a multidisciplinary team
- Demonstrated knowledge, skills and appropriate experience for a senior Social Worker:
 - Assess and plan to manage clients with complex social conditions
 - Establish therapeutic goals and appropriate interventions
 - Understanding of aged care referral services

Desirable:

- Experience in community-based programs
- Demonstrated effective written and oral communication skills
- Experience with clinical or student supervision
- 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:

- 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.

Disability Worker Exclusion Scheme (DWES) Check:

Where applicable, completion of a clear Disability Worker Exclusion Scheme Check must be undertaken for all positions providing services under the NDIS. A DWES check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

Registration with Professional Association:

For example, AHPRA, AHRI, etc. 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.

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

LANGUAGE WE DON'T USE

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

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

