# Position Description (Social and Community Services Level 5)

**Our Mission:** To share in the healing ministry of Jesus by providing professional community services to enhance the wellbeing of individuals and families.

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| **POSITION TITLE** | Social Worker |
| **SALARY SCALE** | Social, Community, Home Care and Disability Services Industry Award 2010  Social and Community Services Level 5 |
| **EMPLOYEE NAME** |  |
| **HOURS PER FORTNIGHT** | X hours per fortnight |
| **LOCATION** |  |
| **RESPONSIBLE TO** | Community Care Manager |
| **APPROVAL DETAILS** | Robert Sims **Role:** Director **Date:** Not yet approved |

**PRIMARY OBJECTIVES**

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| As a member of the Community Care Allied Health Team Social Workers will hold relevant Mental Health Qualifications and AASW membership and are responsible for providing social work services to eligible funded and non funded clients under the Community Care Stream relevant to their qualifications to Centacare*CQ* clients. Key tasks of this role may include providing:   * Mental Health Assessments * Advocacy * Support, information, referral * Case Management * Develop and implement behaviour support plans including staff training to implement plans * Develop and implement Pscyho educational programs for internal and external stakeholders   Allied Health Workers must ensure they provide services in accordance with relevant funding and professional guidelines and standards and must maintain relevant qualifications to provide services.  Allied Health Workers must participate in program promotion and networking to ensure the ongoing financial viability of the program, ensure that local community needs are met and opportunities to work collaboratively with other agencies are explored to benefit service users.  This position holds opportunities for job diversity as appropriately trained staff may work across a range of funded Organisation Programs. |

**MAIN CHARACTERISTICS OF THE POSITION *(from The Modern Award)***

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| As part of Centacare*CQ*’s Community Care Allied Health Team, this position works under the general direction from senior employees however the application of a high level of knowledge and skills is required to achieve results in line with the organisation’s goals. This position works within established work practices however generally this level requires involvement in establishing organisational processes and procedures. In addition employees will be required to set priorities and monitor work flows in their area of responsibility and interpersonal skills are required to gain the co-operation of clients and staff. |

**MAIN RESPONSIBILITIES (from The Modern Award)**

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| **To contribute to the operational objective of the workplace, this position includes the following:**   * Set priorities and monitor work flow in the areas of responsibility; * Operate as a specialist employee in the relevant discipline where decisions made and taken rest with the employee with no reference to a senior employee; * Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation; * Develop, plan and supervise the implementation of educational and/or developmental programs for clients; * Demonstrate preparedness and capacity to work effectively and appropriately with teams; * Actively work towards the Centacare*CQ* mission and within its values framework; * Deliver culturally appropriate services; * Other duties and responsibilities from time to time that you are competent and trained to do. |

**ORGANISATIONAL RELATIONSHIPS**

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| This position works under general direction and may supervise other staff and/or volunteers. |

**EXTENT OF AUTHORITY**

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| In this position the employee is required to exercise a degree of autonomy,control projects and/or programs, set outcomes for lower classified staff and establish priorities and monitor work flow in areas of responsibility. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required. |

**SIGNING AUTHORITY**

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| **Capital Expenditure** | $0.00 | **Recurrent Expenditure**  Please refer to  [BU 20D\_Purchase Signing Authority](file:///\\BriFS2\Public\Quality%20System\Business%20Support\2_Procedure\CURRENT%20Version\FN%2020D_Purchase%20Signing%20Authority_V1.pdf) | $0.00 |
| **Approve Overtime** | 🞎 Yes 🗹 No | **Approve Timesheet** | 🞎 Yes 🗹 No |
| **Approve Leave** | 🞎 Yes 🗹 No | **Approve TOIL** | 🞎 Yes 🗹 No |
| **Change Employment Conditions for Line Managed Staff**  (increment increases, change in hours, etc) | | | 🞎 Yes 🗹 No |

**QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE**

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| **Some or all of the following are needed to perform work at this level:**   * Knowledge of organisational programs, policies and activities; * Sound discipline knowledge gained through experience; * Knowledge of the role of the organisation, its structure and services.   **Prerequisites**   1. A relevant degree with relevant experience; OR associate diploma with substantial experience; OR qualifications in more than one discipline; OR less formal qualifications with specialised skills sufficient to perform at this level; OR attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required; and 2. AASW Membership with Mental Health Accreditation 3. Current C class drivers license (QLD) *can be optional for some roles*; and 4. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card with Yellow Card Exemption, Satisfactory Australian Federal Police Check) |

**DUTIES OF THE ROLE**

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| **Mission, Vision & Values**   * Support a positive culture within the Organisation in line with Centacare*CQ* Mission, Vision and Values; * Participate actively in formation activities.   **Day To Day Operations**   * Provide client assessment / diagnostic testing and therapeutic counselling services to clients; * Develop, plan and supervise the implementation of psycho-educational activities ; * Implement client outcome measures in accordance with service guidelines, funding accountability and professional responsibilities; * Develop and implement positive behaviour support plans including training of relevant staff.   **Stakeholder Engagement**   * Identify and maintain relationships with key internal and external stakeholders; * Network within the region and with other key external stakeholders to ensure up to date information is available in relation to all areas of the Counselling Program and fee for services; * Undertake promotional activities.   **Workplace Health & Safety**   * Undertake client risk assessments and implement appropriate responses; * Complete all incident reporting as per procedure.   **Other Responsibilities**   * Participate in regular line management and undertake professional development; * Travel is required and work flexible hours to meet client need, including possible work outside of normal business hours; * Maintain current membership of the AASW; * Comply with Centacare*CQ*’s policies and procedures, as per the Quality System (including current Workplace Health and Safety legislation) and relevant legislation. |

**SIGNATURES**

*Employee Line Manager Date*

**EMPLOYEE ROLE GUIDELINES (KPI)**

*Key Performance Indicators (KPI) must be consistent with the Duties of the Role. The number of KPI will vary with each position.*

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| **KEY PERFORMANCE INDICATOR** | **TARGET** | **ACCEPTABLE** |
| **KPI 1 Mission, Vision & Values** | | |
| Documented attendance at formation activities each year e.g. Attendance at the Centacare*CQ* Annual Conference | Documented attendance at formation activities at least once per year | Documented attendance at formation activities at least once per year |

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| **Day to Day Operations** | | |
| Provide direct client services as per procedures. | Provide direct client services as per procedures – 70% of time | Provide direct client services as per procedures – 60% of time |
| Ensure data entry is completed within Organisation and funding guidelines timeframes | Ensure data entry is completed within Organisation and funding guidelines timeframes | Ensure data entry is completed within Organisation and funding guidelines timeframes |
| Implement client outcome measures in accordance with service guidelines, funding accountability and professional responsibilities. | Implement client outcome measures in accordance with service guidelines, funding accountability and professional responsibilities. | Implement client outcome measures in accordance with service guidelines, funding accountability and professional responsibilities. |

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| **Network & Stakeholders** | | |
| Participate in program networking and promotion that leads to measurable outcomes | Participate in program networking and promotion that leads to measurable outcomes | Participate in program networking and promotion that leads to measurable outcomes |
| Contribution to effective and innovative service delivery models to increase client numbers | Contribution to effective and innovative service delivery models to increase client numbers | Contribution to effective and innovative service delivery models to increase client numbers |

**COMPETENCY CHECKLIST**

### **PURPOSE OF ASSESSMENT**:

To ensure staff are competent to carry out the duties of the role as listed in the position description by demonstrating correct working knowledge and work methods for the competencies. Staff must be evaluated as competent within the probation period. Where applicable, evidence must be provided e.g. CSnet data, training records, observation of pre and post outcome tools.

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| **Heading** | **Competency** *Mark critical competencies with an* ***\**** |
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| Mission & Values | Demonstrate the ability to work ethically and within Centacare*CQ*’s Mission and framework.*Observations, concerns, previous experience noted* |
| Client Engagement | The capacity to build professional relationships with staff and external clients that reflect the mission, values and ethos of the Organisation.*Observations, concerns, previous experience noted.* |
| Works within the legal limitations around the right to confidentiality and informs service users about the legal limitations to their right to confidentiality and privacy. *Observations, concerns, previous experience noted.* |
| Client safety | Appropriate assessment and responses to client need including where there may be safety concerns, viz Family & Domestic Violence, Child Abuse, Self Harm, harm to others.*Observations, concerns, previous experience noted.* |
| Professional Conduct & Capacity | The ability to conduct oneself appropriately and demonstrate appropriate use of professional supervision, self care, self awareness, boundary setting and stress management skills.  Observations, concerns, previous experience noted. |
| Quality Management | The capacity to implement pre and post client outcome measures in accordance with service guidelines, funding accountability and professional responsibilities. *Observations, concerns, previous experience noted.* |
| Demonstrate the ability to competently work in accordance with organisation and program policies and procedures including the ability to protect confidential, sensitive or commercially valuable workplace information and intellectual property. *Observations, concerns, previous experience noted.* |