




## Job and Person Specification

### Social Worker

Code	OSJD158
Classification	Non Award
Reports To	Senior Social Worker
Approved By (Title)	Operational Services Executive
Approved By (Signature)	
Date of Approval	29/9/2023

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose and Values of Eldercare.

Acknowledged by Employee	<u>[acceptance_status]</u>
Name of Employee	<u>[candidate_name]</u>
Date of Acknowledgement	<u>[acceptance_date]</u>

# Eldercare

## Our Purpose

*Delivering peace of mind with our care.*

## Our Values

### Respect

#### **Value in Action - We protect the dignity, rights and values of individuals**

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

### Accountability

#### **Value in Action - We are all responsible for working safely and with integrity**

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

### Connection

#### **Value in Action - We develop vibrant and supportive relationships based on warmth and generosity**

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.

# Eldercare

## **Our Diversity & White Ribbon Commitment**

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

## **JOB SPECIFICATION**

### **Summary of the broad purpose of the position in relation to organisation goals**

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The Social Worker will improve the management of significant and complex resident and family related matters in consultation and collaboration with senior clinical residential care staff, including:

- psycho-social and mental health issues impacting on residents and families
- human service and welfare related resident matters
- communication and information management to assist resident and family concerns, particularly with key transition points, such as admission, conflict regarding expectations, palliative care, and death
- assistance with developing best practice in assessing residents' mental capacity
- assistance with developing Eldercare's position on relevant human/consumer rights issues and the organisations' role in formal advocacy for residents and their representatives

The Social Worker will also support residents, their families and representatives who require specialised assistance to navigate services and sectors, such as the mental health sector and civil and administrative matters.

The role will also assist in establishing preventative processes to improve communication and support, particularly relating to transitional periods for residents and families, resolving disputes and managing complex relationship dynamics to ensure positive resident outcomes.

### **Reporting/Working Relationships**

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The position:

- Reports to the Senior Social Worker.
- Works closely with the Site Operations Managers, Clinical Care Managers and Clinical Leaders at each site.
- Works closely with the Palliative Care Team.
- Works closely with the Admissions and Billing Teams.
- Liaises with the Spiritual Care Practitioner at each site as required.
- Interfaces with the residents' General Practitioners as required and with personnel from SACAT.

## Special Conditions

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- Must hold an acceptable National Police Clearance.
- Current S.A. Drivers Licence is essential, as travel between Eldercare sites will be required.
- Occasional out of hours work may be required.
- Participation in Performance Review processes.
- Eldercare is a non-smoking workplace.
- Eldercare supports flexible working arrangements as per the organisation's flexible working policy.
- Vaccination is required as per the SA State Emergency Directions or any other mandate from State or Australian Governments.

## Statement of Key Outcomes and Associated Activities

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### Responsible for the effective provision of Social Work Services including:

- Management of significant and complex resident related matters in consultation and collaboration with senior clinical site staff including:
  - Social Welfare issues requiring coordination and referral
  - Adjustment issues
  - Mental Health issues
  - Family relationship and dynamics
  - Complex unresolved complaints
  - Complex issues relating to consumer rights
  - Complex end of life issues
  - Formal advocacy
  - Assessment of mental capacity
- Prevention and/or minimisation of adverse mental health and relationship issues affecting residents by establishing and maintaining effective communication and support pathways for admission, orientation and ongoing communication processes with residents and families.
- Actively participate in care planning and work collaboratively with clinical staff, palliative care, lifestyle and spiritual care to achieve agreed outcomes for residents.
- Provide advice to Eldercare regarding establishment of effective social work practice internally and how best to interface with external service providers.
- Assist in improving admission, early experience in residential care, ongoing communication strategies and supporting complex family decision-making such as, managing diminishing functional and cognitive status.
- Provide practical help to navigate government, health, or social services, supporting residents and their representatives to resolve complex administrative matters.
- Advocate for the protection and rights of Eldercare residents within the legal system.
- Comply with organisational requirements for the accurate and timely completion of documentation and other data.

# Eldercare

## **Continuous Improvement**

- Identifying, initiating, and coordinating continuous improvement initiatives within the service, in line with Eldercare objectives.
- Collaboration with key programs including Wellbeing, Consumer Engagement, and Risk Audit and Quality, to ensure alignment between these programs, compliance with Quality Standards, complaints management, escalation of issues of concern and serious incidents, and reporting processes are maintained.

## **Multidisciplinary teamwork**

- Promoting multi-disciplinary teamwork by liaising and establishing effective working relationships with all members of the team, from both within the service and external agencies.
- Participates in multidisciplinary team meetings as required.
- Contributing to the development of the skills and knowledge of other health professionals through education sessions and development of educational material.

## **Contribute to the ongoing commitment to policies and procedures of the Aged Care Facility by:**

- Complying with Work Health, Safety and Welfare principles and procedures on a daily basis
- Participating in Continuous Improvement activities, including the identification of performance standards and increased efficiencies
- Complying with Equal Employment Opportunity principles and procedures
- Participating in Performance Enhancement activities, including annual performance appraisals
- Ensuring the ongoing training and development of all staff supervised
- Understanding and complying with the Eldercare delegation of authority
- Attending Mandatory Training as required

## **WHS Responsibilities**

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### **All Employees:**

- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS document
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others

# Eldercare

For positions with Supervisor responsibilities:

- Ensures all employees under their control carry out their roles and responsibilities as detailed in relevant WHS policies, procedures and WHS and Injury Management Plan
- Maintains compliance with all WHS policies and procedures by regular performance review
- Ensures that all employees, including agency staff and contractors under local control, are appropriately inducted and trained, and that site training plans and records are maintained
- Provides relevant WHS information and ensures appropriate training is provided
- Conducts regular inspections to identify hazards, conduct risk assessment for effectiveness and implement corrective action and review.
- Maintains appropriate records as required by Eldercare
- Ensure all non-conformances identified in internal audits are rectified
- Investigates all reported incidents and reports action/s taken to prevent a similar occurrence

**Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.**

## PERSON SPECIFICATION

### Essential Minimum Requirements

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**Personal Abilities/Aptitude/Skills (Related to the job description and expressed in a way which allows objective assessment).**

- Demonstrated clinical management skills in Social Work.
- Demonstrated commitment to multidisciplinary teamwork.
- Demonstrated skills in interpersonal relationships, negotiation and conflict resolution.
- Demonstrated high level verbal and written communication skills.
- Demonstrated flexibility and adaptability in the work environment.
- Demonstrated ability to work under limited direction.
- Basic computing skills, including familiarity with Windows and Microsoft package.
- Ability to effectively work with multi-cultural residents/families and staff.
- Demonstrated skill and experience to deliver a high standard of service which is targeted, measurable and outcome focussed.

### Qualifications/Experience

- Tertiary qualifications in Social Work.
- Eligible to attain Australian Association of Social Workers (AASW) membership.
- Experience in working with older people and their families.
- Experience in the provision of practical help to navigate government, health, or social services and to support people to resolve complex administrative matters, including the preparation and submission of South Australian Civil and Administrative Tribunal (SACAT) applications for guardianship.

# Eldercare

## **Knowledge**

- Understanding of the impact of Dementia on older people and their families.
- Understanding the impact of loss and grief issues on older people and their families.
- Knowledge of restrictive practices within the aged care environment.
- Strong knowledge of decision-making capacity as relevant to the aged care setting.
- Knowledge of the process for obtaining guardianship and administration orders and other required interventions administered by SACAT.
- Knowledge of the role and function of the Office of the Public Advocate (OPA).
- Knowledge and understanding of the Aged Care Quality Standards.
- A knowledge of Continuous Improvement principles and procedures.

## **Desirable Requirements**

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### **Qualifications/Experience**

- Adult Social Work experience in an acute care or community setting within the last 5 years.