

POSITION DESCRIPTION



Position Title:	Social Worker
Reports To:	Senior Social Worker
Salary/Classification Level:	Helping Hand Health Professional Collective Workplace Agreement 2016
Reporting To This Position:	Nil

Purpose of the Position

To deliver a range of social work services to clients, including counselling, group work, community integration and coordination.

This position provides services to Helping Hand sites and services within the metropolitan area.

Your Team

The Social Worker role is a member of the Metropolitan Division Healthcare Services Team and works closely with other allied health professionals, clinical staff and other staff across both community and residential services.

Other Key Relationships

This role works closely with clients, their families, groups and communities as well as other service providers and professionals.

The position forms professional networks with other social workers internally and externally, particularly to support their professional practice and development. They will collaborate and work with other social workers and staff on activities and projects supporting the broader business outcomes.

Key Outcomes & Responsibilities

Customer Service:

- / Adopt, apply and promote a wellness and reablement approach, with client-directed outcome measures, to engage and motivate clients in their goal development and service planning.
- / Provide comprehensive and contemporary, evidence-based social work services to clients in accordance with each client's needs.
- / Provide social work in accordance with agreed care and support plans, relevant legislation, contemporary care standards and Helping Hand philosophy, policy and procedures.
- / Regularly monitor, review and assess client progress against the care and support plan.
- / Apply a risk management approach to the assessment of client needs, as well as to the prioritisation and delivery of services to clients, in accordance with Helping Hand procedures.

This position description forms part of the contract of employment.

- / Provide competency-based training to support the appropriate sub-delegation of tasks to other staff as required.
- / Ensure client documentation is legible, and that information is accurate and up to date, meeting both legal and organisational requirements.
- / Engage with clients in a professional and approachable manner, demonstrating empathy, consideration and respect.
- / Respond to customer feedback promptly, verify or check information when in doubt, and keep customers informed of progress of any action that is being undertaken.
- / Monitor and evaluate customer satisfaction via the Helping Hand customer feedback and engagement processes.

Leadership and Teamwork:

- / Work collaboratively with all teams to ensure that the client service needs are met. This includes communicating regularly and effectively within the team and with other teams involved in providing services to the client.
- / Contribute as a leader and team member in creating a positive workplace culture by demonstrating Helping Hand values and code of conduct.
- / Resolve any workplace conflict in a professional manner and through the correct organisational processes.
- / Provide information, coaching and mentoring for care and other staff to support high quality and effective service delivery.

Professional Development:

- / Comply with relevant Professional Code of Ethics and take prompt action to correct any unsafe or inappropriate practices.
- / Actively participate in both informal and formal performance management processes, including annual and adhoc performance review, improvement and development.
- / Participate in Helping Hand's Continuing Professional Development (CPD) Program to maintain contemporary professional knowledge and skills through participation in professional development activities.
- / Attend all compulsory training sessions identified by the organisation and undertake other training and development as required.

Selection Criteria

Essential

- / Tertiary qualification in social work and eligibility for membership of the Australian Association of Social Work (AASW)
- / Demonstrated experience providing social work services to adult clients in rehabilitative environments.
- / Demonstrated experience in assessing and evaluating needs of clients and providing group and individual social work services.
- / Demonstrated creative problem-solving ability to support the delivery of community-based and residential-based programs.

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- / A working knowledge of local community services and networks and ability to utilise this knowledge and networks in the provision of services to clients.
- / Demonstrated high level interpersonal skills, with the ability to liaise with people from a diverse range of backgrounds and the ability to be cross culturally sensitive.
- / Excellent verbal and written skills in the provision of clear, succinct and accurate assessments, care and support plans and case notes.
- / Demonstrated experience and skills in the use of mobile and office-based computers devices, and data systems and software relevant to the delivery and recording of clinical care.
- / Demonstrated experience providing support to staff undertaking delegated clinical tasks.
- / Demonstrated commitment to teamwork and the ability to initiate and maintain effective working relationships at all levels within a large-scale organisation.
- / Demonstrated commitment to continual professional and personal development.
- / Current police clearance
- / Current drivers licence

Desirable

- / Experience working as a social worker in the aged care sector.
- / Experience delivering services in a Consumer Directed Care environment.



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

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