

**Our Vision**

People living well

**Our Values**

We care – We work together – We achieve – We learn – We innovate

**Position Description**

<b>Position Title</b>	Social Worker
<b>Reporting to</b>	Rural Health Team Service Manager
<b>Direct Report/s</b>	Nil
<b>Budgetary Responsibilities</b>	Nil
<b>Liaises with Internally</b>	GH Staff Members
<b>Liaises with Externally</b>	External Referrers
<b>Code of Conduct</b>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>- Maintain a high professional standard and work with integrity</li> <li>- Develop a collaborative working relationship</li> <li>- Communicate with respect and tolerance</li> <li>- Maintain a client focus</li> <li>- Adopt a Continuous Quality Improvement approach</li> <li>- Work within legislative and compliance framework</li> <li>- Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> </ul>
<b>Position Context</b>	<p>This position will provide a flexible and timely Counselling service which will be focussed on support younger disabled people (or their carers) to be more independent at home and in the community, thereby enhancing their quality of life and/or preventing admission to an acute facility or inappropriate admission to long term residential care.</p> <p>This position will deliver within the Home and Community Care-Program for Younger People program. Fee for service opportunities may also exist to promote service continuity. Fee for service programs typically deliver a service to elderly people, people with disabilities and their carers. A willingness to work seamlessly across all Gateway Health public and fee for service funded programs is required as resources permit.</p> <p>This position is part of the Rural Health Team and reports to the Rural Health Team Service Manager</p>



## Organisation Context

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

The Board of Governance provides strategic planning for Gateway Health.

The Board has delegated the operational management of the Agency to the Chief Executive Officer.

Executive staff provide direction, support and leadership to staff.

The Executive comprises;

- Chief Executive Officer
- Chief Financial Officer
- Manger People and Culture
- General Manager Client and Community Services
- Manager Primary Care
- General Manager Population Health, Planning and Performance

Program Managers provide immediate support and management within their program areas.

Corporate services are delivered through Finance, Payroll, Information Communications Technology, Human Resources and Quality and Compliance.

## Review of Position Descriptions:

This position description will be reviewed annually (June 30 each year), when the position becomes vacant or as deemed necessary.

## Qualifications & Conditions:

**Applicants MUST address the Selection Criteria below when completing an employment application**

### Selection Criteria:

<b>Essential:</b>	<ul style="list-style-type: none"> <li>• Appropriate tertiary qualification in Social Work or equivalent</li> <li>• Eligible for full membership of the Australian Association of Social Workers</li> <li>• Minimum 3 years experience as a Social Worker or equivalent</li> <li>• Current Working With Children's Check</li> <li>• Demonstrated experience working in a multidisciplinary team, as well as working as a sole practitioner</li> <li>• Demonstrated understanding of capacity building approaches to promoting independence</li> <li>• Demonstrated understanding of evidence based practice</li> <li>• Experience with quality improvement activities</li> <li>• Highly developed verbal and written communication skills</li> <li>• Demonstrated ability to be self directed and motivated</li> <li>• Ability and willingness to travel for work purposes, therefore evidence of a current drivers licence is required</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• Clinical experience and knowledge of health and related issues for elderly people, people with disabilities and their carers.</li> <li>• Professional experience and knowledge of community based service provision</li> <li>• Clinical experience in a range of models of service, including public and private funded services</li> <li>• Competent computer literacy skills and experience with Electronic Client File systems</li> <li>• Experience supervising junior staff/students</li> </ul>

### Salary & Conditions:

<b>Salary/Conditions:</b>	<ul style="list-style-type: none"> <li>• Social and Community Services Employee Level 5, dependent on qualifications and experience</li> <li>• 0.7 EFT (26.6 hours/week) 0.4 permanent plus 0.3 EFT contract until June 30 2021</li> <li>• Salary packaging as per company policy</li> <li>• Current Drivers Licence</li> </ul>
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**Enterprise  
Agreement/Award**

- Working with Childrens Check and current Police Check
  - Based primarily in Wangaratta, some requirements in Myrtleford and/or Wodonga. Travel will be required as part of this role.
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- Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017

## Key Responsibilities

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### 1. PERSONAL & PROFESSIONAL DEVELOPMENT

*Demonstrated experience and understanding of the need for continuation of both personal & professional development.*

- Continually develop both personally and professionally to meet the changing needs of your position, career and organisation.
- Have a sound knowledge of relevant organisational policies and procedures as well as program work practices.
- Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required.
- Actively participate in the organisation's Performance Management System.

### 2. COMMUNICATIONS & ORGANISATION CULTURE

*Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of internal and external clients.*

- Act in a professional manner at all times when dealing with internal & external clients.
- Positively promote the organisation both internally & externally.
- Be prompt and provide courteous service to clients, colleagues and the broader community.
- Maintain confidentiality on all issues relating to the organisation, the clients & fellow colleagues.
- Treat all clients with respect whilst being responsive to their needs, and promote a culture which prioritises client choice at all levels of service delivery.
- Observe and comply with the organisation's code of conduct.

### 3. ADMINISTRATION & DOCUMENTATION

*Through the use of the organisational processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Ensure the development, implementation and maintenance of policies, procedures and work practices that support the efficient operation of the organisation.
- Ensure that all documentation is accurate and completed in a professional and timely manner.
- Input statistical data using relevant data bases to meet agreed timelines.
- Comply with OH& S and other relevant legislation.

### 4. TECHNICAL SKILLS & APPLICATION.

*Demonstrated knowledge and application of the skills required for this position. This includes knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- To provide comprehensive and evidence informed, client centred psychosocial assessment and management of clients in accordance with relevant guidelines, professional code of ethics and Gateway Health Service Policy and Procedures, guidelines and work practices.
- Provide direct service to clients and their carers from a self-management framework, including support, counselling, information, advocacy, advice and referral, with a focus on informed decision making and empowerment.
- Assess and respond to risk throughout episode and prioritise referrals and workload accordingly
- To work as part of a multi-disciplinary Rural Health team, collaborating with other team members, in order to provide coordinated care and an optimum level of client independence in their home and community.

- To liaise with and refer to other health professionals and external agencies as appropriate to ensure coordinated services.
- Attend relevant forums and meetings to maintain current knowledge and skills and support networks relevant to the client target group.
- To act as a resource and community advocate for clients, caregivers, health professionals, Universities, TAFE colleges and community groups.
- Provide supervision to Social Work students, Grade 1 Social Work staff and Allied Health Assistants when deemed appropriate.
- Initiate and lead quality improvement activities within Social Work and the Rural Health Team.
- Meet service delivery annual targets.
- To participate in other duties as directed.

## **5. TEAMWORK & COMMUNICATION**

*Demonstrated ability to lead and develop a diverse team or participate as an active member of a team, consistent with the philosophy and policies of the Organisation.*

- Be aware of, and practice according to, the organisation's objectives and values.
- Demonstrate the ability to work positively within the designated program/team to achieve agreed goals.
- Work harmoniously with other team members to ensure that a quality service is provided to our clients.
- Demonstrate effective communication skills (both verbal & written) in dealing with clients, visitors, staff, etc.

## **6. CONTINUOUS QUALITY IMPROVEMENT**

*Commitment to ensuring quality services are delivered to both internal & external clients through continuous improvement activities.*

- Actively contribute to quality improvement initiatives and other program activities to meet relevant accreditation standards.
- Demonstrate ability to use initiative and skills in planning and prioritising daily activities.
- Demonstrated understanding of all relevant external legislation and internal policies and procedures that relate to this role and the organisation.

## Employment Details:

<b>Name:</b>	
<b>Classification:</b>	
<b>Program:</b>	
<b>Enterprise Agreement/Award:</b>	
<b>Date Joined Company/or commenced role:</b>	
<b>Responsible to:</b>	
<b>Main Responsibilities:</b>	

## Performance Monitoring:

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

<b>Last Appraisal Date:</b>	
<b>Next Appraisal Date:</b>	

I \_\_\_\_\_ (*full name*) hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the organisation.

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

\_\_\_\_\_  
Date

**Please ensure you retain a copy for your records**