



## POSITION DESCRIPTION

### Title: Clinical Social Worker

<b>Employment Type</b>	Part-time – 2 days per week
<b>Location</b>	Brisbane
<b>Reports to</b>	Clinical Director
<b>Direct reports</b>	nil
<b>Internal relationships</b>	Senior NDIS Coordinator, Clinical Team, Business Support Team
<b>External relationships</b>	Clients, Families

### About Hear and Say

Hear and Say has been a world-leading expert in hearing technology and listening and spoken language therapy for almost 30 years. Working in our five centres across Queensland and throughout the globe, we are dedicated to opening worlds for all people with hearing loss. Our team empowers individuals to live life connected with their friends, family and community. We shape our work around the latest research and technology to best support the needs of children and adults impacted by hearing loss and other sensory concerns. Together with families and health professionals, our inter-disciplinary Early Intervention program strives to give children the gifts of listening, hearing and speaking so they are not limited by hearing loss and can reach milestones at the same time as their hearing peers. We encourage early identification of hearing loss by supporting screening through our newborn and school programs, as well as provide evidence-based training for health and education professionals and parents. The work we do is underpinned by our values and relies on the generous support of our networks, government and philanthropic partners to create impactful and sustainable change. Our five core values underpin our behaviour:

Exploration

Community

Collaboration

Integrity

Joy

### Purpose of the role

The role of the Clinical Social Worker is to ensure the wellbeing of all enrolled in our early intervention and Habilitation programs. Hear and Say provides in-centre and Telepractice service delivery options for families and clients.



## Key responsibilities

This role will be responsible for:

### **Pre and post hearing implant surgery support (50%)**

- An initial assessment phase that considers compliance factors such as the commitment to wearing a device, ability to attend appointments for audiology and therapy as well as undertake the regular home activities required. Plus any family, geographic, social or financial aspects relating to the wellbeing of the family that may impact the decision to proceed with surgery need to be taken in to account. Also, there can be added complexities in determining candidacy, such as single-sided or border-line hearing loss or additional disabilities.
- Guidance (counselling) in relation to the family's and the hearing implant candidate's expectations of the outcome, knowledge of the process (including having met other families that have had similar experiences) before then addressing any related concerns.
- Report findings by way of completing clinical data collection, evaluation, compiling any other specific reporting requirements, and consultation with relevant medical professionals and clinicians.
- Mitigate any risk elements that have presented through the assessment phase by identifying and implementing appropriate resources and interventions as required as well as to advocate on the client's behalf.
- Follow up after surgery to assess if any further support required to the hearing implant recipient and/or family.
- Attend regular Hearing Implant Program Forums

### **Other child and family support (20%)**

- Support each family's enrollment process into our intervention programs
- Assess and follow up on any issues relating to the hearing loss diagnosis or implant surgery such as unresolved grief and loss by parents or self-esteem and bullying issues in children that might occur longer term.
- Provide ongoing support and guidance on a child's wellbeing in the management of Microtia and Atresia or other complex cases.

### **Clinical staff support (10%)**

- Provide counselling and guidance to clinicians who are experiencing any personal difficulties with their caseloads or any professional separation issues.
- Provide Professional development to the Clinical Team as deemed appropriate in consultation with Clinical Director and Clinical Managers



### **Other duties (20%)**

- Presentations and consultation to the Microtia and Atresia, Telepractice Social Skills and Habilitation programs as well as participate in any education required for other areas of clinical delivery as requested.
- Attend committee or other meetings as well as collaborate regularly with other allied professionals as required.
- Contribute to any relevant clinical governance matters, quality improvement projects, research programs, and health promotion as requested.
- Consult and liaise with external community agencies/groups to develop partnerships for health promotion and other service delivery activities.
- Undertake any additional duties as required
- Comply with the Hear and Say policies and procedures including the Work Health and Safety program
- Participate and provide contributions to various organisational meetings and events as requested
- Undertake any training as required and agreed by the manager
- Promote and model appropriate behaviour to support Hear and Say's culture, performance and brand.

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### **Basis for selection**

The following selection criteria are required to successfully do the job:

- A degree in Clinical Social Work, membership of the Australian Association of Social Workers and extensive experience in a clinical setting and paediatrics as well as possess personal values that align to our caring and inclusive family-based culture essential.
- Demonstrated knowledge of and ability to provide routine social work counselling, assessments and care planning interventions for clinical services.
- Ability to work within multidisciplinary team and prioritise workload according to clinical indicators, risk management frameworks and organisational requirements.
- Demonstrated ability to maintain clinical records and prepare reports to required standards as well as be adept at giving presentations.
- Ability to liaise with service providers and external community agencies/groups to develop partnerships for service deliver activities identified in the business plan. Plus, generally, have the capability to build and manage effective internal and external relationships as well as have excellent negotiation and problem-solving skills.
- Highly motivated, resilient and accountable as well as being organised, methodical & thrive in a busy and dynamic work environment.
- Must have a current drivers licence and be available for travel if required.



## Key Performance Indicators

Key performance indicators link into our core values of: exploration, community, collaboration, integrity and joy will be periodically negotiated and agreed in probation meetings and via the performance coaching program.

- A range of clinical outcomes such as occasions of service, client base, client satisfaction and retention.
- Efficiency in the completion of reporting and administrative duties to a high standard of accuracy.
- Demonstrate high levels of professional integrity as well as the ability to effectively collaborate with medical professionals, clinicians, other staff, clients and any other external stakeholders.

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## Employment screening

Eligibility to clear probity checks including criminal history and working with children check (Blue Card).

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## Acknowledgement

I have received a copy of the role description and I have read and understand its contents.

Employee name	
Employee signature	
Date	