

Social Worker – Telehealth

Organisation: Veteran Pathways & Proactive Care

Employment Type: Employed

Position Summary

The Social Worker plays an important role within the multidisciplinary case conferencing team, contributing expertise in psychosocial assessment, care coordination, community engagement, and chronic disease management support.

Working collaboratively with General Practitioners, allied health professionals, and community services, the Social Worker participates in telehealth case conferences to support coordinated care for patients with complex chronic health and psychosocial needs.

In addition to participating in case conferences, the Social Worker will liaise with treating practitioners within the clinic before and after each conference to support effective communication and implementation of agreed treatment strategies. This role supports a shared care model, ensuring social work interventions are integrated into the patient's overall care plan.

The Social Worker will conduct clinical intake assessments to identify each veteran's clinical needs and barriers to care, with findings forming the basis for case conference discussion. The Social Worker will also conduct 90-day reviews of the veteran health plan to assess progress and provide updated clinical information to inform a further case conference with the treating GP and team.

This role also includes coordinating and supporting mobile group sessions within local metro areas, providing veterans with face-to-face opportunities to address social isolation and build community engagement alongside their telehealth-based care.

Key Responsibilities

Multidisciplinary Case Conferencing (MDCC) led by a GP

- Attend and participate in scheduled telehealth Multidisciplinary Case Conferences (MDCC) involving General Practitioners and allied health professionals.
- Provide professional input regarding psychosocial needs, care coordination requirements, and recommendations arising from intake assessments and reviews.
- Contribute to the development of coordinated, multidisciplinary care plans for veterans with complex chronic health and psychosocial needs.
- Liaise with treating practitioners within the clinic both before and after case conferences to ensure relevant clinical information is communicated and care plans are implemented effectively.
- Support a collaborative shared care approach to patient management.
- Facilitate clear communication between healthcare providers to maintain continuity of care.

Care Coordination

90 Day Reviews

- Conduct 90 day reviews of the veteran health plan to assess clinical progress and overall engagement with care.
- Compile updated clinical information and review findings to inform a further case conference with the treating GP and multidisciplinary team.
- Identify veterans who may require step-up to more intensive support, specialist referral, or revised care planning, and communicate this to the team.
- Complete all review documentation within required timeframes in accordance with DVA and AASW requirements.

Mobile Group Sessions – Community Engagement

- Coordinate and support mobile group sessions delivered face to face within local metro areas.
- Plan and facilitate group sessions designed to address social isolation and promote community engagement among veterans.
- Provide veterans with face-to-face opportunities to connect with peers and community, complementing their telehealth-based care.
- Liaise with local venues, services, and community organisations to support the delivery of group sessions.
- Monitor attendance, engagement, and outcomes of group sessions, and report on these as required.
- Identify veterans who may benefit from group-based support as part of their overall care plan and facilitate referral into sessions.

Chronic Disease Management

- Support veterans managing complex chronic health conditions with comorbid psychosocial needs through Care Coordination consultations.
- Contribute social work expertise to chronic disease management care plans developed within the multidisciplinary team.

Administration and Professional Practice

- Maintain accurate and timely clinical documentation for case conferences, intake assessments, group sessions, and treatment plans.
- Record all work undertaken in accordance with Veteran Pathways procedures and DVA requirements.
- Adhere to the AASW Code of Ethics and best practice and policy principles of the social work profession at all times.
- Engage in supervision sessions with the Practice Lead – Social Work.
- Make critical analysis of personal practice and performance.
- Complete Continuing Professional Development (CPD) as required to maintain membership with the AASW.
- Cooperate and comply with the introduction of new procedures and/or new equipment or technology.
- Be conversant and always operate within current Work Health and Safety legislation and comply with Veteran Pathways policies.
- Maintain accurate and timely clinical documentation of all intake assessments in accordance with AASW standards and DVA requirements.

Working Arrangements

- This is an employed position with Veteran Pathways.
- Case conferences are conducted remotely via telehealth platforms.
- Case conferencing is typically scheduled in blocks, with approximately 22 patient reviews conducted over an 8 hour session.
- Intake assessments and 90 day reviews are conducted via telehealth and scheduled in accordance with Veteran Pathways procedures.
- Mobile group sessions are delivered face to face within local metro areas and require travel to community venues.

Qualifications and Experience

- Bachelor of Social Work (BSW) or Master of Social Work (MSW) from an AASW-accredited program – mandatory.
- Current AASW membership – mandatory.
- Experience working with patients with chronic disease, complex health conditions, or psychosocial needs.
- Experience facilitating group programs or community-based sessions – desirable.
- Ability to work collaboratively within a multidisciplinary healthcare or shared care team.
- Strong communication and interpersonal skills, including experience working in telehealth and face-to-face environments.
- Effective organisational and time management skills.
- Current driver's licence and willingness to travel within local metro areas to support group sessions.
- Satisfactory National Police Check (required prior to commencement).
- Experience working with veterans or Department of Veterans' Affairs (DVA) clients – desirable but not essential.

Salary

- Competitive salary commensurate with experience, plus superannuation.

Benefits

- **Flexible Work Arrangements** – a mix of telehealth-based case conferencing and face-to-face community engagement provides variety alongside flexible work opportunities.
- **Professional Development** – opportunity to work within a multidisciplinary healthcare team and expand experience in chronic disease management, community engagement, and collaborative care models.
- **Meaningful Work** – support improved health outcomes for veterans with complex chronic health and psychosocial needs through coordinated, holistic, and community-connected care.
- **Collaborative Environment** – work alongside experienced healthcare professionals within a supportive clinical team.