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| <b>Position Title:</b>                  | Manager Social Work and Counselling   |                     |       |
| <b>Department:</b>                      | Social Work and Counselling   | <b>Cost Centre:</b> | N3311 |
| <b>Enterprise Agreement:</b>            | Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016-2020 |                     |       |
| <b>Classification</b>                   | Social Worker Grade 3   |                     |       |
| <b>Reports To:</b>                      | Manager Allied Health and Community Rehabilitation  |                     |       |
| <b>Infection Control Risk Category:</b> | A   |                     |       |

## Primary Purpose

The Manager Social Work and Counselling is responsible for the overall clinical leadership and governance of high quality Social Work and Counselling services, as part of an integrated multidisciplinary healthcare team, for people who access services from South West Healthcare.

Services are provided to groups and individuals of all ages, across a range of acute, subacute and community programs based from our Warrnambool campus, as well as our regional campuses.

## Accountabilities and Key Results Areas

### Service Planning & Monitoring

- Participate in the overall strategic planning of the organisation.
- Participate in annual organisation-wide business planning, to develop annual objectives for the unit, and review progress on a regular basis with program and service managers.
- Provide unit based direction through clear and effective plans, policies and procedures
- Participate in negotiations and discussions to identify human, financial and physical resource requirements.
- Conduct cost/benefit and needs analysis in relation to development of reports or submissions for unit performance, physical design changes, service delivery or additional/replacement equipment.
- Monitor the cost-effectiveness, efficiency and productivity of resource utilisation in response to clinical activity and take required corrective action as required.
- Initiate, implement and monitor agreed work practices and management strategies.
- Monitor data collection to ensure reporting requirements are met. Benchmark data and develop strategies to address any identified deficits
- Establish and communicate time frames and priorities for unit based achievements both on a daily and longer term basis.
- Ensure compliance with accreditation standards as outlined by the National Safety and Quality Health Service standards, the Aged Care Quality Standards, and other discipline standards as appropriate
- Ensure ongoing achievements and quality improvement through the establishment of a unit based plan identifying priorities and time frames.
- Ensure all staff participate in quality activities for the department, and include quality activities as part of department reporting process at staff meetings
- Seek feedback from stakeholders, including patients and other service providers, and utilise feedback to inform potential service improvements.

### Workforce Development:

- Utilise recruitment and selection skills to ensure appropriate appointment of personnel
- Provide a comprehensive induction and orientation program, for all new departmental staff
- Remain conversant with employment law, Equal Employment Opportunity, industrial relations and Occupational Health and Safety legislation

- Organise and allocate staff into clinical areas according to specialisation and location of respective clinical services.
- Ensure staff allocated to specific programs have the skills, experience and supervision required for the program to which they are allocated.
- Develop a strong learning culture, and provide opportunities for staff to achieve professional development goals.
- Ensure departmental staff have annual staff development reviews completed, including the development of an annual personal development plan.
- Monitor the progress of personal development plans and goal completion for individual staff.
- Ensure clinical supervision structure exists and is actively utilised and evaluated within the discipline.
- Regularly meet with staff to identify goals and strengths and respond to problems and training needs
- Ensure the appropriate coordination and management of clinical education of undergraduate students.

#### **Management & Leadership:**

- Assume responsibility for the overall co-ordination of patient services and programs as delegated
- Ensure the organisation of the service across site and program boundaries to facilitate smooth transition of all clients through the health care system.
- Develop and maintain professional relationships and foster a team approach to client and family care
- Provide effective leadership to promote a cohesive healthcare team
- Provide direction to staff, keeping them up to date with the vision and purpose of the department and the organisation
- Network with relevant community and regional professional groups
- Provide sub-regional leadership to enhance patient care
- Monitor staff responsiveness to client needs and ensure effective response to complaints, incidents and accidents
- Monitor staff satisfaction regarding work requirements and environment and take appropriate action
- Regularly review service standards to ensure continuous improvement
- Participate in the development and review of the health services policies, processes and procedures
- Encourage health promotion and illness prevention specific to the needs of individuals.

#### **Personal & Professional Effectiveness:**

- Accept responsibility as a professional role model
- Utilise appropriate problem solving skills, identifying a range of alternative solutions and seeking advice appropriately
- Provide a resource for education and policy development around relevant practices and processes
- Delegate effectively through the provision of clear instructions and expectations
- Respond to issues and problems promptly to minimise or effectively manage any impact
- Adapt readily to changes in direction or strategies affecting healthcare
- Contribute to relevant meetings and forums by being well prepared
- Adequately represent stakeholders at meetings and forums
- Promote a learning environment
- Maintain current knowledge in relevant area of practice
- Identify and manage conflict, aiming to achieve the most successful outcome for all
- Develop personally and professionally through networking appropriately and maintaining up to date knowledge on health issues, practices and technology, through journal review and participation in educational opportunities both external and internal.

South West Healthcare reserves the right of amendment, addition or deletion to this position description, as it considers necessary to serve the best interests of the organisation.

#### **Generic Responsibilities and Accountabilities**

- Comply with all relevant legislative requirements, organisational policies, by-laws, standing orders, vision or mission statements and values including, but not restricted to:
  - Infection Control policies
  - Confidentiality policy and privacy legislation
  - Occupational Health and Safety policies and regulations
  - Guidelines of the State Services Authority including the public sector
  - Employment principles and Code of Conduct
  - Fire, disaster and other emergency procedures
  - Smoke Free Campus policy
  - Risk Management policies and guidelines

- Consumer Participation Strategy
- Attend orientation/induction or other mandatory training and relevant Health Safety updates in areas such as Fire, Emergency Responses and Manual Handling
- Current Immunisation status in alignment with South West Healthcare's Immunisation policy
- Promote the organisation in a positive manner
- Participate as a cohesive member of the health care team
- Respect the rights of individuals
- Provide a child safe environment
- Participate in Continuous Quality Improvement within the organisation
- Accept responsibility for your own personal belongings
- Respect and appropriately care for the organisation's property and equipment
- Participate in an annual Staff Development Review.

#### Key Relationships

|                  |   |
|------------------|---|
| <b>Internal:</b> | Primary and Community Services Division Managers and staff, Nurse Unit Managers, Doctors, Human Resources and other teams as required |
| <b>External:</b> | Other Social Work and Counselling services within the South West region   |

#### Position Impact

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| <b>Direct Reports:</b> | Social Work and Counselling team members (9.6 EFT) |
| <b>Budget:</b>         | ~ \$1 M  |

#### Selection Criteria:

##### Essential:

- Bachelor of Social Work or equivalent, and eligibility for practicing membership or registration with Australian Association of Social Workers.
- Minimum of seven years' post-graduate clinical experience
- Commitment to displaying the SWH values in all interactions and decisions.
- Proven ability to lead and oversee high-performing clinical teams and provide expert, authoritative judgment and advice on clinical issues.
- Demonstrated understanding of and commitment to the principles of patient focused care and patient feedback to achieve excellence in clinical care.
- Demonstrated ability in quality improvement and risk-focused approach to decision making
- Proven ability to promote open communication and constructively manage conflict which may arise within and across healthcare teams.
- Proven ability to establish clear inter-professional team goals and expectations, and to build staff ownership for achievement of results.
- Demonstrated success in collaborating with others to generate innovations that improve delivery of healthcare to clients.
- Demonstrated experience in developing a learning culture and promoting clinical supervision as a part of core business.
- Demonstrated capacity to build a culture of accountability for financial performance.
- Current Working With Children check
- Current Police Check
- Current Victorian driver's licence

##### Desirable:

- Post graduate management qualification
- Experience working in a rural and regional healthcare setting

#### Approvals

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|-----------------------------|--|--------------|--|
| <b>Employee Signature:</b>  |  | <b>Date:</b> |  |
| <b>Manager's Signature:</b> |  | <b>Date:</b> |  |

