

Position Description

Position Title: International Student Social Worker

Position Number:

Classification: HEW7

Faculty/PAVE Centre/Organisational Unit: Operations

Department: Employability Unit: Health & Wellbeing

Term of Employment: Fixed term to end of 2022

Position Purpose

- The Mental Health Social Worker Role is responsible for working with International students as part of a wide range of international student support activities to be undertaken across Swinburne University in 2022 with funding from the Victorian Government's International Education Resilience Fund.
- The Mental Health Social Worker will be an integral member of the rapidly growing Counselling and Psychological Services of the Wellbeing@swin. This role will provide a holistic care in accordance with the core values of Swinburne University of Technology Health & Wellbeing area. The Mental Health Social Worker will deliver an advanced level of case management, psychosocial assessment and interventions for students, staff and their families, as well as take part in the development and implementation of activities in line with the mental health strategies promoted by Wellbeing at Swinburne.
- The Mental Health Social Worker will provide counselling session whereby a proportion of scheduled clients are to be billed through (MBS) Medicare.
- The incumbent will provide positive health experiences for staff, students and wider community. The aim of the position is to provide improved access to mental health services, deliver specialized mental health care and promote recovery. The dominant patient population is young adults and is culturally diverse. The incumbent is required to be flexible in hours to cover practice working hours, which are 09:00am to 5:00pm.

Location

This position is currently located at the Hawthorn campus but the incumbent may be required to undertake duties at any of the University's campuses. Thus the incumbent must be willing to travel between campuses and work at a range of locations.

Key Responsibility Areas

Liaison	<ul style="list-style-type: none">• To conduct mental health and risk assessments and welfare checks to students and staff obtained from direct referrals (phone/email from various departments), walk ins within Swinburne• To liaise with Safer Community team, Security, and/or Police for any safety, risk and Behavioural management concerns• To liaise with any internal and external agencies to ensure students are consistently supported throughout their university experience. This includes but not limited to International Student Advisors (ISA), Safer Community, AccessAbility and Victoria Police.• To regularly liaise with the Medical Finance Officer, Medical Practice Manager, Program Support officer and GP to develop and maintain MHSW accurate billing processes.
Crisis Management and Critical Incident Response	<ul style="list-style-type: none">• Respond and manage crisis situations using de-escalation strategies and brief interventions• Assist students and staff by providing professional advice in managing both individual and collective concerns following a serious or critical incident• Identify relevant internal and external referral pathways i.e. Swinburne Security, CATT and other community mental health services.• Be able to initiate and/or coordinate the involuntary process of treating an individual under the Victorian Mental Health Act 2014 when voluntary measures have been exhausted and risks are imminent while safeguarding the individual's rights and dignity• Promote and offer ongoing face to face, phone and/or online mental health engagement as necessary as part of the institution's critical incident response. Critical incidents may include major disasters, individual incidents (such as road accidents or suicide), distressed, angry or disturbed students, students in a mental health crisis and situations when students threaten harm to themselves or others.• In collaboration with the multidisciplinary team within Wellbeing@swin as well as other relevant agencies within and external to the University, establish crisis and management plans.

Delivery of care

- Employ a holistic approach while delivering an efficient, effective and responsive care for students, staff and the local community, who are experiencing mental health issues 3
- Establish and maintain therapeutic relationships with the students, staff, their families/relatives and their carers
- Provide opportunities for individual sessions where clients can identify their general and mental health concerns, learning challenges, as well as their emotional and psychosocial issues. Referrals to relevant agencies to be done accordingly.
- Develop a treatment/management plan based on identified issues.
- Collaborate with staff from other disciplines and departments in the delivery, evaluation and
- Coordinate regular case conference that is inclusive of relevant internal and external agencies.
- Employ creative ways of working to resolve the challenges vulnerable people face and aim to promote empowerment while providing all the necessary resources for individuals to thrive
- Review clients' mental state and risks on a regular basis and conduct welfare checks if necessary
- Provide proactive case management and follow up to enhance student and staff retention and success and to provide a high quality of service
- Build effective relationships within the University as well as with external agencies
- Facilitate group activities (therapeutic and/or skills-based) targeting identified issues faced by varying cohorts within the University.
- Advocate where appropriate on behalf of clients in a variety of situations
- Develop and/or participate in the events/programs aimed at promoting mental health awareness, prevention, early intervention and strengthening clients' independence and social integration consistent with the nationwide university programs such as 'heathy universities' as well the Swinburne 2025 Strategic Framework.
- Conduct educational sessions for staff and students to enhance their knowledge and skills in dealing with mental health presentations
- Refer and collaborate with the medical registered nurses and/or the GPs to ensure that regular health physical health checks are conducted.
- Maintain essential and quality clinical documentation for students and staff entering, exiting and continuing with care from Wellbeing@swin
- Participate in policy and procedure development and review, and quality improvement activities within the health services
- Maintain accurate billing through Medicare by using the appropriate MBS item numbers associated with Mental Health Social Worker consultations.
- Maintain accurate databases relating to client contacts
- Ensure compliance with all legislative and regulatory requirements including Duty of Care, Freedom of Information, Privacy Act, Sexual Harassment and Occupation Health and Safety.
- National Mental Health and Australian Clinical Practice Guidelines

	<ul style="list-style-type: none"> • Abide by the codes of professional conduct established by professional associations
Working with Students	<ul style="list-style-type: none"> • Supervise students of the same discipline • Provide interim supervision for a student whose Primary Supervisor is unavailable. • Attend and/or facilitate group supervision of students as required. • Complete the training requirements expected of supervising students
Accreditation	<ul style="list-style-type: none"> • Participate and assist the CAPS Practice Manager in achieving Accreditation and QIP for CAPS area and in conjunction with the whole Wellbeing@swin Team. • Adhere to the Accreditation for the Mental Health Social Workers as per the better access program MBS (Medicare Benefits Schedule) and Provider Registration Services Australia
OHS	<ul style="list-style-type: none"> • Comply with all occupational health and safety instructions, policies and procedures including departmental safety manuals. • Report hazards/incidents to manager/supervisor and take action to avoid, eliminate or minimise hazards. • Seek information or advice where necessary before carrying out new or unfamiliar work. • Be familiar with emergency and evacuation procedures and comply with instructions given by emergency response personnel
EEO	<ul style="list-style-type: none"> • Ensure compliance with University Anti-discrimination, Bullying and Violence and Sexual Harassment policies and procedures.
Swinburne Behaviours	<p>Commitment to the Swinburne Behaviours of:</p> <ul style="list-style-type: none"> • Communicate – Say it – have the conversation, respect each other’s differences, give meaningful feedback and share honestly and openly • Listen and Learn – Hear it, learn from it – learn from one another, actively listen to each other, resolve conflict and be innovative • Collaborate – Share it – work constructively together with a common purpose to achieve the university’s goals • Trust – Trust it – be open to and with others, act with fairness and respect, inspire positive expectations and communicate effectively • Act – Do it – have a strong sense of immediacy, take practical action and see it through
Other	<ul style="list-style-type: none"> • Undertake Division-wide and/or university-wide responsibilities as required.

Key Selection Criteria

Candidates are required to respond to each of the selection criteria.

• Qualifications	• Social Worker registered with the Australian Association of Social Workers	• Essential
• Experience/ Knowledge/Attributes	• Sound knowledge and understanding of Victorian and National Legislation governing area of practice (e.g. Mental Health Act, Vic 2014)	• Essential
	• Mental Health First Aid	• Essential
	• Basic first Aid and CPR certificate	• Essential
	• Extensive experience in case management, provision of mental health essential care, including completion of mental health assessments, crisis management, and therapeutic interventions based on current evidence-based approaches.	• Essential
	• Experience working with culturally and linguistically diverse background	• Essential
	• Organisational skills, with the ability to work autonomously but also work collaboratively within the Wellbeing@swin multi-disciplinary team. Proficiency in recording patient care details electronically	• Essential
	• High level communication, written and verbal, with demonstrated high level of inter personal skills with clients, their families and all health care professionals	• Essential
	• Experience working in tertiary education or with young adults	• Preferable
• Other	• A valid Working with Children Check card and current Police check (or ability to obtain prior to commencement).	• Essential