

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Social Worker</b>
<b>Grading:</b>	MGR3
<b>Remuneration:</b>	to be advised by HR
<b>Status:</b>	Temporary, Full time up to 30 June 2024
<b>Location:</b>	Newington ( <b>Note: occasional travel to all clinics across NSW may be required</b> )
<b>Responsible to:</b>	Director Integrated Health Services
<b>Responsible for:</b>	Nil
<b>Collaborates with:</b>	Operations Managers Nurse Manager – Day Surgery Manager Health Promotion State Nurse / Director of Nursing Medical Director Psychologist

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### Our Organisation

*Family Planning NSW is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for every body in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.*

*Family Planning NSW is committed to excellence in meeting the reproductive and sexual health needs of the community. We achieve this by providing best practice, accredited clinical services, enhancing the knowledge and skills of service providers, improving the body of knowledge about reproductive and sexual health through rigorous research and evaluation, and leading international development projects to promote the rights of marginalised people in developing countries.*

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### Position Overview

Reporting to the Director Integrated Health Services, the Social Worker is responsible for delivering professional and high-quality social work services to the clients of FPNSW. The Social Worker undertakes counselling, the dissemination of information, and facilitates referrals to appropriate health care providers under the principles of prevention and early intervention. The Social Worker assesses and intervenes on a range of biopsychosocial concerns that arise in the reproductive and sexual health context, including pregnancy options. The Social Worker works with clinicians to support the implementation of the management of violence, abuse and neglect framework, including routine screening and responding to child protection concerns. The Social Worker is also responsible for advising on relevant policies, procedures, resources and training requirements, in line with relevant NSW Government policies.

In collaboration with the clinical leadership team, the Social Worker participates in the development and implementation of high quality and effective social work service models within Family Planning NSW (FPNSW) and works with peers to promote a multidisciplinary approach to service development across the organisation and support the successful achievement of the organisation's objectives.

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### Position Requirements

#### **Essential Criteria**

- Relevant tertiary qualifications (i.e. Bachelor of Social work (4 year degree) minimum) including eligibility for membership with Australian Association of Social Work (<http://www.aasw.asn.au/membershipinfo/membership-eligibility>)
- Minimum 3 years clinical experience in women's health, reproductive & sexual health, or other relevant field (e.g. community health) and approved to provide pregnancy options counselling services under Medicare
- High level clinical social work skills and experience, including counselling and advocacy, in working with clients face to face and by telehealth
- Proven ability to develop and implement continuous quality improvement processes and adhere to regulatory requirements
- Demonstrated success in driving and implementing change in a multidisciplinary clinical setting
- High level ability to manage competing demands and demonstrate flexibility in adapting effectively to change
- High level interpersonal, negotiation, written and oral communication skills including advocacy, networking, policy development and report writing skills
- Sound computer skills, including MS Office applications
- Experience working with a diverse client base – this may include young people, Aboriginal and Torres Strait Islander people, culturally & linguistically diverse people and/or people with disability

#### **Desirable Criteria**

- Accredited Mental Health Social Worker
- Current unrestricted NSW Driver's License
- Strong leadership, supervision and mentoring skills

#### **Values**

- FPNSW is a pro-choice organisation
  - Staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption/foster care or abortion.
  - As an abortion service provider, all staff in the organisation are expected to actively participate in the provision of abortion services in line with the full scope of the role they are appointed to.
  - For this role that means providing non-directional pregnancy options counselling, assistance with locating an abortion service provider, negotiation of abortion fee discounts on behalf of clients, booking appointments on behalf of clients and providing short term counselling to clients seeking or following an abortion
- Must support the Family Planning NSW values:
  - Human rights focus - promoting the rights of all people to reproductive and sexual health
  - Integrity - maintaining a strong ethical base, being accountable and transparent
  - Inclusiveness - valuing and respecting diversity without judgement
  - Equity of access - ensuring access to our services for all including priority populations
  - Client centred - placing the needs of the whole person at the centre of our work
  - Commitment to excellence - ensuring high standards in all our work
  - A just culture – a balanced accountability for both individuals and the organisation

#### **Other requirements**

- A Criminal Record Check and Working With Children Check are required prior to commencement in this role
- Immunisation / vaccination requirements apply to this role

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### Key Responsibilities

#### *Social work*

- Actively participate in development and implementation of a high quality social work service
- Promote an integrated approach to service delivery across the organisation
- Provide professional social work services to clients of FPNSW under the guiding principles of the *Code of Ethics 2010* and *Practice Standards 2013* set by the Australian Association of Social Workers (<http://www.aasw.asn.au/practitioner-resources/ethics-standards>)
- Provide high quality, client-centred, support and counselling to clients and their families to achieve optimal health outcomes
- Undertake counselling, dissemination of information, and facilitation of referrals to appropriate health care providers under the principles of prevention and early intervention
- Assess and intervene on a range of biopsychosocial issues that might arise in the reproductive and sexual health context, including pregnancy options
- Work with clinicians to implement the management of the violence, abuse and neglect framework, including routine screening and responding to child protection concerns
- Develop, maintain and review relevant policies, procedures, resources and training requirements, in line with relevant NSW Government requirements
- Provide ongoing professional development to internal and external professionals in areas relevant to social work in the reproductive and sexual health context
- Work in collaboration with the Research Centre to co-ordinate social work clinical data collection, utilisation and auditing
- Provide consultancy and advisory input on health promotion and education projects & resources
- Participate in coordination of the daily operations of the social work service including providing professional peer support to other social work staff members
- Develop and implement effective administrative, record maintenance and reporting processes according to the endorsed service standards, reporting and legislative requirements
- Attend relevant clinical and operational meetings as requested
- Monitor and evaluate social work service standards and performance and provide recommendations to address any related issues, including effective risk assessment & management and incident reporting
- Implement continuous process improvement, clinical audit and benchmarking best practices for the social work service
- Comply with all policies and procedures of FPNSW including the FPNSW Code of Conduct & Ethics
- Ensure adherence to the organisational values and behavioural standards of FPNSW
- Comply with all FPNSW policies and procedures in relation to information system and network security, protection of confidentiality and integrity of data and protection of the privacy of data
- Maintain confidentiality and privacy in relation to any information related to any client, staff member, or other persons obtained in the conduct of the business of FPNSW
- Any other duties as required at the direction of the DIHS or CEO

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### ***Strategic direction and leadership***

- Contribute to the development and implementation of strategic, operational and business plans
- Contribute to the achievement of strategic goals and annual business plan deliverables
- Ensure FPNSW meets clinical reporting requirements
- Contribute to the implementation of the consumer engagement framework

### ***Staff***

- Provide effective peer support to other social work staff
- Facilitate and maintain effective communication with staff
- Participate in annual performance management processes and adjust position objectives and performance indicators according to changing requirements
- Participate in continuing professional development to ensure the maintenance of clinical practice standards
- Ensure adherence to principles of EEO, WHS and anti-discrimination legislation

### ***Liaison***

- Establish and maintain effective collaborative working relationships within FPNSW and with external stakeholders and professional groups

### ***Financial and resource management / administration***

- Maintain appropriate resource allocation, and effective management and administrative practices, in accordance with organisational policies, processes and delegations of FPNSW

### ***Work health and safety***

- All employees are responsible to ensure they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

### ***Safety and quality***

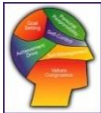



- Commit to maintaining best practice by adhering to the scope of practice and within clinical role boundaries defined by FPNSW policy
- Maintain the required professional qualifications and competence level to practice within the defined scope of practice
- Commit to clinical skill development and take personal responsibility to update knowledge, enhance skill and maintain professional accreditation and competency standards to perform within the context of practice
- Adhere to FPNSW's defined escalation and delegation policies and systems for clinical practices
- Apply defined clinical guidelines, policies, procedures and protocols in a manner relevant and appropriate to the client's needs
- Adhere to the *Incident Management Policy* to report and escalate any clinical issue with medicolegal implications within the specified time frame
- Share knowledge and provide relevant support to other staff members pertaining to psycho-social safety and wellbeing of clients according to the *Scope of Practice* guidelines and policy

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- Refer appropriately within and outside the organisation
- Maintain clinic efficiency by
  - complying with the conditions of employment
  - maintaining high standards of clinical documentation
  - appropriately managing own time and collaborating with other team members as required
  - maintaining flexibility to enable clinic schedules to run smoothly and accommodate any emergencies that may arise
- Contribute to continuous quality improvement through proactive and regular review of the effectiveness of work practices and service delivery, and make improvement proposals and suggestions

## POSITION DESCRIPTION

### Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
<b>Personal Attributes</b> 	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	Advanced
	<b>Act with Integrity</b> Be ethical and professional, and adhere to the Family Planning NSW values	Adept
	<b>Manage Self</b> Show drive and motivation, a measured approach and a commitment to learning	Advanced
	<b>Value Diversity</b> Show respect for diverse backgrounds, experiences and perspectives	Adept
<b>Relationships</b> 	<b>Communicate Effectively</b> Communicate clearly, actively listen to others and respond with respect	Advanced
	<b>Commit to Customer Service</b> Provide customer centric services in line with organisational objectives	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	Adept
	<b>Influence and Negotiate</b> Gain consensus and commitment from others and resolve issues and conflicts	Adept
<b>Results</b> 	<b>Deliver Results</b> Achieve results through efficient use of resources and a commitment to quality outcomes	Adept
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	Adept
	<b>Demonstrate Accountability</b> Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Adept
<b>Business Enablers</b> 	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	<b>Procurement and Contract Management</b> Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	Adept

#### For supervisory roles only

Capability Group	Capability Name	Level Descriptor
<b>People Management</b> 	<b>Manage and Develop</b> People Engage and motivate staff and develop capability and potential in others	Not applicable
	<b>Inspire Direction and Purpose</b> Communicate goals, priorities and vision and recognise achievements	Not applicable
	<b>Optimise Business</b> Outcomes Manage resources effectively and apply sound workforce planning principles	Not applicable
	<b>Manage Reform and Change</b> Support, promote and champion change, and assist others to engage with change	Not applicable

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### Verification

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

#### Position holder:

Name:

Signature:

Date:

#### Supervisor:

Name:

Signature:

Date:

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