Role Purpose

Providing comprehensive and appropriate Social Work assessment and intervention as an integral part of the multidisciplinary health care team for patients/clients of the Northern NSW Local Health District (NNSWLHD).

Key Accountabilities

**Provide Social Work services to promote the health and wellbeing of patients of the NNSWLHD, under minimal direct supervision, exercising independent professional judgement on routine matters and may seek direct professional supervision, as required, when performing novel, complex or critical tasks where principles, procedures, techniques and methods require review and modification to maximise client comfort, safety and improved outcomes.

Provide services in an integrated, patient centred and evidenced based approach to ensure optimal client outcomes.

Participate in workplace education, support and quality improvement activities to improve the care of clients of Northern NSW Local Health District.

Develop and demonstrate cultural competence and understanding and to commit to improving the health outcomes of Aboriginal people.

Provide supervision of students, Level 1 (if level 2) health professional, technical and support staff as appropriate to grading to promote education and learning and optimal patient outcomes.**

Key Challenges

* **Managing time and prioritising the clinical workload within finite resources, to ensure the delivery of optimum standards of practice that meet patient needs and expectations.**
* **Contributing, in an environment of constant change and increased reliance on information technology, to improving the ways in which allied health and other members of the health care team work together to provide treatment, care and support.**
* **Working with at risk, vulnerable and distressed clients, families and carers.**

**"You're working with"**

**Key Internal Relationships**

Who

**Line manager and clinical supervisor**

Why

**Professional and operational leadership and management. Provide guidance, direction and feedback in relation to the delivery of quality patient care.**

Who

**Multidisciplinary team**

Why

**Collaborate and coordinate to provide efficient and effective person centred care.**

Who

**Patients/clients and their families**

Why

**Provide appropriate high quality person centred care that meets needs and expectations in line with the CORE values.**

**External Stakeholders**

**Public Sector Executive Role - Relationships at Ministerial Level**

Essential Requirements

**Relevant tertiary qualifications in Social Work and eligible for membership of The Australian Social Work Association.  To be appointed as a Level 2 Health Professional evidence must be provided of three years' clinical experience.

Valid unrestricted drivers' licence for use in NSW/Australia.

Valid NSW Employee Working with Children Check.

Responsibilities under WHS - Non-Supervisor
You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.**

Other Requirements

**Professional Behaviour and Communication**
All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

* Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
* Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

* Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
* Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

**Workplace Culture**
Your workplace behaviours and practices are expected to:

* Proactively contribute to a positive, productive and safe workplace culture
* Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

**Privacy**
All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

* Privacy and Personal Information Protection Act 1998 (NSW)
* Health Records and Information Privacy Act 2002 (NSW)

**Performance**
All employees will:

* Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
* Participate in an annual performance appraisal
* Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
* Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

**Quality Improvement**
NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

* Be aware of and comply with their responsibilities under the Standards
* Actively participate in quality improvement initiatives within their teams
* Participate in organisation-wide quality improvement activities as required

**Workplace Health & Safety**
All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

**Risk Management**
All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

All employees will:

* Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage

Selection Criteria

1. **Relevant tertiary qualifications in Social Work and eligible for membership of The Australian Social Work Association. To be appointed as a Level 2 Health Professional evidence must be provided of three years' clinical experience.**
2. **Demonstrated ability to provide clinical Social Work services within the scope of practice of the position.**
3. **Demonstrated ability to utilise problem solving skills and a multidisciplinary team approach in the planning, delivery and coordination of patient care**
4. **Demonstrated effective communication through the use of information technology, written, verbal and interpersonal skills with the ability to identify key messages, issues and concerns when communicating with others**
5. **Demonstrated ability to effectively prioritise and organise own work/caseload**
6. **Demonstrated knowledge and understanding of person centred care, quality improvement and evidence based practice**
7. **Ability to work in sites across the Local Health District as required or directed with a valid unrestricted drivers' licence for use in NSW and willingness to travel in the course of employment. Availability and capacity to participate in a seven day rotating roster that includes working all days of the week including public holidays (if applicable)**