

# Position Description



## 1. General Information

<b>Position Title:</b>	Social Worker
<b>Division/Department:</b>	Epworth Rehabilitation and Mental Health
<b>Position Reports to:</b>	Social Work Manager
<b>Enterprise/Individual Agreement:</b>	Epworth HealthCare Health Professionals Enterprise Agreement (HSUA No.3)
<b>Classification/Grade:</b>	Grade 2: HP21- HP25
<b>Location:</b>	Epworth Rehabilitation sites – Richmond, Camberwell, Hawthorn
<b>Employment Status:</b>	Permanent Part Time
<b>Resource Management</b> (for Management positions only) <b>Number of Direct Reports:</b> <b>Budget under management:</b>	NA NA
<b>Key Relationships - internal and external</b>	<ul style="list-style-type: none"><li>• Patients, inclusive of family member(s) &amp; visitors</li><li>• Rehabilitation Consultants, Medical staff and VMOs</li><li>• Multi-disciplinary team colleagues</li><li>• External service providers and referrers</li></ul>

## 2. Overview of Epworth HealthCare

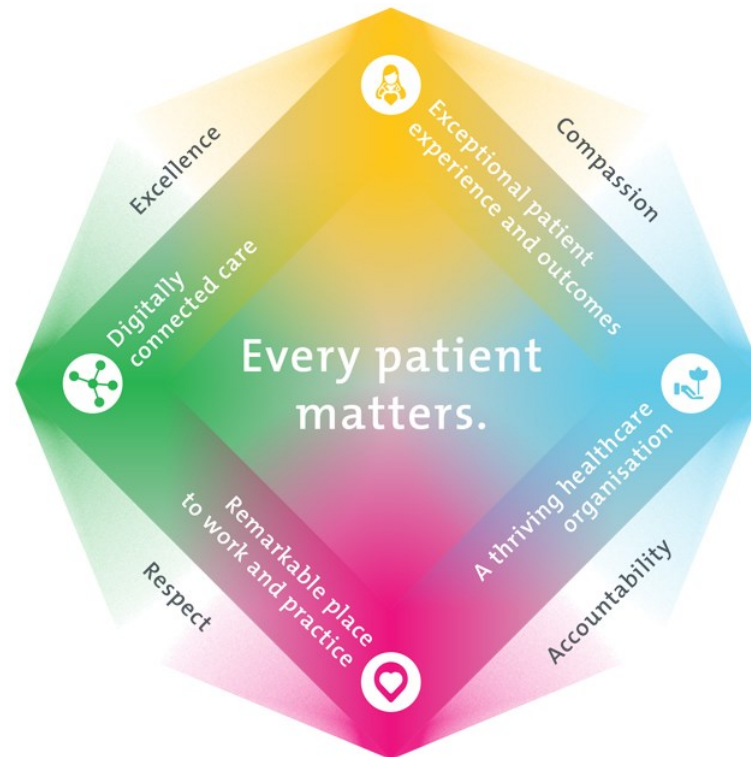
Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

Epworth's values define our approach and our delivery. We pride ourselves on communicating our values and delivering on them in a real and meaningful way. Our Values are Compassion, Accountability, Respect and Excellence. More information can be found on the [Epworth website](#).

Epworth's purpose is Every Patient Matters.

Our Vision is Delivering another 100 years of exceptional healthcare and innovation to the Victorian community.

### 3. Epworth HealthCare Strategy



All roles are linked to the Epworth strategy and are fundamental in achieving its vision and purpose.

**Exceptional patient experience and outcomes** - To empower our patients and deliver compassionate, expert and coordinated care.

**A thriving healthcare organisation** - To adapt and grow in a changing healthcare landscape by delivering a unique private not-for-profit healthcare organisation.

**Remarkable place to work and practice** - To ensure Epworth is an outstanding place to work and practice through a culture of care and investment in our people.

**Digitally connected care** - To innovate and improve the digital experience, interactions and outcomes for our patients, staff and doctors.

## 4. Purpose of the Position

To provide optimal Social Work services and positive clinical outcomes to patients ensuring long-term health and wellbeing that is consistent with Epworth HealthCare's Vision and Values. Working within a multidisciplinary team, provide effective clinical, educational, emotional support and holistic best practice care to the patient and the family. Promote excellence to our customers and the marketplace and support colleagues by sharing knowledge and expertise.

## 5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand and where relevant, ensure, that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

## 6. Key Accountabilities

KEY RESPONSIBILITIES	MEASURES/KPIs TO BE ACHIEVED
<b>Clinical care</b> <ul style="list-style-type: none"><li>Ensure optimal level of function and independence for all patients in the clinical caseload by appropriate assessments and treatments, provided in both individual and group sessions</li></ul>	<ul style="list-style-type: none"><li>Appropriate standards of practice relating to assessments and treatments are implemented in a timely manner</li></ul>

<ul style="list-style-type: none"> <li>• Assess patient in relation to psychosocial aspects and their environment and determine appropriate interventions to address the life challenges and enhance their wellbeing</li> <li>• Establish and maintain appropriate standards of practice relating to patient admission, assessment, treatment, family liaison and discharge planning</li> <li>• Implement counselling services within the clinical area, using a patient centred evidence informed practice model of care</li> <li>• Demonstrate empathy and compassion and encourage patient and family member participation in all stages of care</li> <li>• Practise in accordance with the National Safety and Quality Health Services (NSQHS) Standards</li> <li>• Maintain patient confidentiality as prescribed by the relevant acts and organizational policies and procedures</li> <li>• Understand and implement Epworth HealthCare Policies and Procedures and departmental work place instructions</li> <li>• Contribute to the development and maintenance of new and established clinical services within social work and the broader team</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with mandatory and team-based documentation in patients' medical records within agreed timeframes</li> <li>• Direct patient care is provided within 48 hours from referral/admission and within funding parameters</li> <li>• Timely intervention is provided to support the team in achieving patients' length of stay goals</li> <li>• Sound relationships are developed and maintained with customers, family and colleagues</li> <li>• Patient satisfaction results meet organisational targets</li> <li>• Compliance with NSQHS and clinical competencies</li> <li>• Compliance with accepted professional standards and Code of Ethics</li> <li>• Compliance with legislative and common law requirements including Privacy Act and Health Records Act</li> <li>• Adherence to all Epworth Policies and Procedures</li> </ul>
<p><b>Team Work /Communication</b></p> <ul style="list-style-type: none"> <li>• Actively participate as a member of the department and multidisciplinary team and relevant committees</li> <li>• Provide positive and constructive feedback to other team members</li> <li>• Promote an open, friendly and professionally supportive and educative environment in the department</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate effectively with all other team members and external agencies, for efficient and effective caring patient management</li> <li>• Attendance and active participation in departmental and multidisciplinary team meetings</li> <li>• Positive feedback from team members</li> </ul>
<p><b>Continuous Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Actively participate in quality activities ensuring opportunities for improvement are actively explored and best practice is achieved</li> <li>• Provide suggestions and feedback to consistently improve service delivery, clinical practice and patient satisfaction</li> <li>• Promote and enhance Epworth HealthCare and the department's positive image within the community</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in quality enhancement activities</li> <li>• Quality projects are completed within agreed time frame</li> <li>• Demonstrated commitment to Australian Commission on Safety and Quality in Health Care, National Safety and Quality HealthCare Services (NSQHS) Standards</li> </ul>

	<ul style="list-style-type: none"> <li>Departmental resources, equipment and educational information are maintained and updated</li> </ul>
<b>Personal and Professional Development</b> <ul style="list-style-type: none"> <li>Participate in ongoing professional development by upgrading clinical competencies and knowledge and participating in both internal and external educational opportunities</li> <li>Actively participate in Performance Development Plan annually and evaluate personal performance and plan self-development</li> </ul>	<ul style="list-style-type: none"> <li>Attendance in professional development/educational forums</li> <li>Participation in in-service and education activities and events</li> <li>Completion of performance review and development plan</li> </ul>
<b>Customer Service</b> <p>Epworth is committed to the provision of excellent customer service to all of our people, customers and stakeholders including patients and external suppliers.</p> <p>Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees.</p> <ul style="list-style-type: none"> <li>Provide excellent, helpful service to patients, visitors and staff</li> <li>Communicate with clear and unambiguous language in all interactions, tailored to the audience</li> <li>Build customer relationships and greet customers and patients promptly and courteously</li> <li>Actively seek to understand patients' and their family's (customers) expectations and issues</li> </ul>	<ul style="list-style-type: none"> <li>Patient and customer service satisfaction surveys within agreed targets</li> <li>Use AIDET principles in all interactions</li> <li>Issues are escalated to the manager and resolved in a timely manner</li> </ul>
<b>Safety and Wellbeing</b> <p>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</p>	<ul style="list-style-type: none"> <li>Adhere to infection control/personal hygiene precautions</li> <li>Implement and adhere to Epworth OHS policies, protocols and safe work procedures</li> <li>Mandatory training completed at agreed frequency</li> </ul>

- Report all hazards, incidents, injuries and near misses immediately to your manager and log them in RiskMan

## 7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	<b>Essential</b> <ul style="list-style-type: none"> <li>• Bachelor of Social Work or Master of Social Work (qualifying)</li> <li>• Eligibility for membership with the Australian Association of Social Worker (AASW)</li> </ul>
Previous Experience	<b>Essential</b> <ul style="list-style-type: none"> <li>• Minimum of 3 years' relevant experience as a qualified social worker in a health or related setting</li> <li>• Demonstrated previous experience in social work in working with complex patients and families</li> </ul>
Required Knowledge & Skills	<b>Essential</b> <ul style="list-style-type: none"> <li>• Sound theoretical knowledge of current social work practices, particularly in the areas of health and disability</li> <li>• Significant knowledge of the impact of injury and/or illness on psychosocial functioning and relationships</li> <li>• Knowledge of behavioural and social sciences and the interrelationships between injury/illness, family and the wider social system</li> <li>• Well-developed expertise in assessment, intervention and discharge planning</li> <li>• A good understanding and working knowledge of service systems such as My Aged Care, the NDIS, the TAC, Work Cover, Family Violence and Child Protection</li> <li>• Skills in conflict resolution and ability to manage challenging behaviour</li> <li>• Demonstrated skill in working as a member of a team and liaising, collaborating and negotiating with other service providers and agencies, patient's families and carers</li> <li>• Demonstrated well developed verbal and written communication and presentation skills</li> <li>• Innovative, proactive and creative attitude to problem solving</li> <li>• Ability to constructively supervise and educate junior staff and students</li> <li>• Well-developed organisational skills</li> <li>• Proven ability to interact and collaborate with all members of a multidisciplinary team</li> <li>• Excellent computer literacy including MS Office Word &amp; Excel</li> </ul>

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	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the National Standards and ACHS Accreditation Standards</li> <li>• Appropriate knowledge of community resources and services</li> <li>• Is customer-focused/person-centred in services provision and evaluation</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of medico-legal and health and safety issues as they relate to health care</li> </ul>
<p><b>Personal Attributes &amp; Values</b></p> <p>All employees are expected to consistently work in accordance with Epworth's values and behaviours</p> <ul style="list-style-type: none"> <li>• Compassion</li> <li>• Accountability</li> <li>• Respect</li> <li>• Excellence</li> </ul>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Belief in patient centred care</li> <li>• Ability to work autonomously</li> <li>• Committed to providing a safe environment for patients &amp; colleagues</li> <li>• Professional work ethic</li> <li>• Sensitive to cultural, racial and gender differences</li> <li>• Sensitive to the psychosocial implications of illness</li> <li>• Practices within the ethos of the Epworth HealthCare Values &amp; Behaviours</li> <li>• Ensuring patient care is efficient and targeted to optimise hospital patient flow</li> <li>• Demonstrating flexibility and adaptability in a dynamic clinical environment</li> </ul>

## Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
October 2022	February 2025	Reviewed by Social Work Manager

## 8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

## Position Description



Employee Signature:

Print Name:

Date: