



POSITION DESCRIPTION – Social Worker

Part 1 – Expectations for Your Role
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Position	Social Worker
Service / Program	Primary Care / Chronic Disease Management Services / My Care Partners Program
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Team Leader and Senior Project Lead Chronic Disease
Effective Date	June 2026

Key Deliverables

As a Social Worker within the My Care Partners Program, you will play a key role in delivering individualised, person-centred psychosocial support to people living with complex and chronic health conditions. The position focuses on addressing the social determinants of health, promoting overall wellbeing, and supporting clients to navigate their psychosocial needs.

You will apply your professional expertise to assess and respond to complex psychosocial and environmental factors, working collaboratively with Registered Nurse Care Coordinators to provide integrated, holistic, and person-centred care within the community.

- **Psychosocial Care:** Deliver comprehensive psychosocial support and care coordination to individuals with chronic and complex conditions in the community, acting as a consistent point of contact.
- **Assessment:** Conduct holistic psychosocial and risk assessments to identify factors impacting health, safety, and wellbeing, and determine priority needs.
- **Care Planning:** Develop and implement individualised care and support plans in partnership with patients, Registered Nurse Care Coordinators, and the broader care team.
- **Therapeutic Support:** Provide short to medium term counselling for a range of presentations, including anxiety, depression, grief, stress, family violence, and adjustment related concerns.
- **Goal Setting:** Support patients to set goals, build self-management skills, and strengthen their capacity to navigate health and community services.
- **Care Navigation:** Identify and address barriers to care by assisting patients to navigate systems, complete required documentation (e.g. NDIS, housing, Disability Support Pension), and access appropriate services and supports.
- **Access:** Assess and coordinate access to supplementary services funding to reduce financial barriers and support equitable access to care.
- **Integration:** Work collaboratively with General Practitioners and multidisciplinary teams to support integrated, team based care and improve care coordination.
- **Case Conferencing:** Participate in case conferencing, clinical huddles, and multidisciplinary meetings to enhance continuity and quality of care.



- **Escalation:** Provide timely follow-up and escalate concerns where psychosocial risk or deterioration is identified.
- **Documentation:** Maintain accurate, timely clinical documentation in accordance with organisational and professional standards.
- **Compliance:** Deliver services in line with evidence-based practice, ethical guidelines, and relevant legislation.
- **Inclusion:** Provide inclusive, culturally responsive care to diverse populations, including Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.
- **Stakeholder Engagement:** Engage with key stakeholders and represent the program at meetings, forums, and networking opportunities as required.
- **Quality Improvement:** Contribute to continuous quality improvement initiatives, stakeholder engagement, and ongoing program development.

Skills, Experience and Knowledge

Clinical Expertise: Strong skills in mental health care, including psychosocial assessment, crisis intervention, and delivery of short term therapeutic support for individuals with mental health and/or substance use concerns.

- **Clinical Experience:** Demonstrated experience working with individuals with complex psychosocial needs, including mental health and substance use presentations.
- **Complex Case Management:** Ability to manage complex caseloads using a person centred, trauma informed approach.
- **Communication & Time Management:** Highly developed verbal and written communication skills, with the ability to manage workload effectively and prioritise competing demands.
- **Client-Centred Care:** Ability to build rapport, maintain professional boundaries, and deliver culturally safe, inclusive, and trauma informed care.
- **Stakeholder Engagement:** Proven capacity to build and maintain effective relationships with internal and external stakeholders.
- **Technical Skills:** Proficiency in IT systems, digital platforms, and clinical documentation.
- **Teamwork & Autonomy:** Ability to work both independently and collaboratively within multidisciplinary teams.
- **Primary/Community Health:** Sound knowledge of community health, primary health care, and the social model of health.
- **Professional Practice:** High level of emotional intelligence, resilience, sound judgement, and ability to work within scope of practice.

Qualification/Registrations/Licences

Qualification: Bachelor's degree in Social Work and a member of the Australian Association of Social Workers (AASW).

- **Registration/Experience:** Demonstrated experience working as a qualified Social Worker, with a minimum of 2 years' practice.
- **Background Checks:** Completion of a Criminal History Check, Employee Working with Children Check (or state equivalent), and National Worker Screening Check prior to commencement, with ongoing compliance as required by legislation and policy.
- **Licence:** Current driver's licence and willingness to travel for community outreach and home visits.



Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment, including computers.
- **Data Entry:** Capability to manage documentation and administrative tasks for prolonged periods (6–8 hours per day).
- **Office Mobility:** Ability to move around the office, attend meetings, and navigate workplace environments (including stairs).
- **Light Lifting:** Ability to lift and carry light items (up to 3 kg), such as laptops or office materials.
- **Travel:** Ability to conduct home visits and travel between locations and client residences for outreach work.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQA+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.