

**POSITION DESCRIPTION – Social Worker****Part 1 – Expectations for Your Role**

Position	Social Worker
Service / Program	Primary Care / Clinical and Complex Care Services / My Care Partners
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 4
Reports to	Senior Project Manager & Team Lead Clinical and Complex Care
Effective Date	May 2025

Key Deliverables**1. Clinical Care & Psychosocial Support**

- **Deliver psychosocial and risk assessments:** Provide comprehensive psychosocial and risk assessment, assisting individuals living with chronic conditions to develop goals and access appropriate community supports to address risk factors and improve their health and wellbeing outcomes.
- **Provide short to medium-term counselling:** Provide short to medium term counselling for individuals enrolled in the My Care Partners Program with a range of issues including but not limited to depression, anxiety, grief, stress, parenting, family violence and mental health issues.
- **Develop risk-informed treatment plans:** Undertake risk assessments and evidence-based treatment plans for patients with mindfulness to vulnerable and at-risk groups.
- **Coordinate psychosocial care planning:** Support patients in setting goals and developing care plans to address psychosocial needs, making referrals to appropriate health professionals and services as outlined in the care plan.
- **Empower patient self-management:** Empower patients with self-management strategies, encouraging positive health changes and self-advocacy.
- **Address psychosocial service gaps:** Assist patients in identifying and bridging gaps in psychosocial care and unmet needs, enabling access to additional support for managing their chronic conditions and unmet needs.
- **Support client recovery and resilience:** Help clients develop strengths, harm minimisation practices, recovery goals, and community connections.
- **Ensure clinically appropriate escalation:** Ensure clinically appropriate escalation of care for patients experiencing psychosocial deterioration.

2. Clinical Governance, Compliance & Quality

- **Apply evidence-based therapeutic practices:** Utilise evidence to inform clinical practice and take responsibility for maintaining up-to-date knowledge and effective therapeutic interventions.
- **Maintain ethical and legal compliance:** Uphold all required legal and ethical standards as outlined by the relevant registration bodies and legislation policies.
- **Ensure quality and customer-focused service:** Ensure services are customer-focused, high quality, and compliant with Quality and Compliance standards adhering to evidence-based best practice.
- **Maintain accurate and timely documentation:** Maintain accurate patient records ensuring completion of all documents in a timely and accurate manner in accordance with organisational standards.



- **Practice in alignment with professional standards:** Practice within relevant professional and ethical standards adhering to Each policies and guidelines on confidentiality/family violence.
- **Drive continuous improvement:** Contribute to the continuous development and quality improvement of the program.

3. Collaborative Practice & Care Coordination

- **Ensure integrated care coordination:** Provide prompt and collaborative correspondence with referral General Practitioners and other members of the patient's health care team as required.
- **Collaborate on psychosocial care planning:** Work closely and collaboratively with the Registered Nurse Care Coordinators in the My Care Partners Program to help develop support plans addressing the psychosocial issues impacting individuals' health and wellbeing.
- **Support multidisciplinary collaboration:** Participate in regular clinical case review huddles, multidisciplinary meetings and team meetings to ensure appropriate clinical service pathways and service delivery.
- **Facilitate access to supplementary support:** Assess the need for individuals to access Supplementary Service funding to advocate for patients to receive low-cost, sustainable options to reduce barriers to accessing healthcare needs.
- **Promote coordinated team-based care:** Promote team-based care and communication among the patient care team, reducing fragmented care and enhancing patient-centered coordination.
- **Maintain clinical team communication:** Maintain effective communication with General Practitioners (GPs), practice nurses, practice managers and other clinicians in the patient's care team through online meetings, telephone conferencing and secure messaging.
- **Participate in clinical case conferencing:** Participate in online clinical huddles with GPs for case conferencing and care coordination.

4. Diversity, Inclusion & Community Engagement

- **Provide inclusive, culturally safe care:** Provide inclusive care that meets the needs of diverse communities, including LGBTIQ+, Culturally and Linguistically Diverse Communities (CALD), and Aboriginal and Torres Strait Islander people.
- **Engage with key stakeholders:** Participate in key stakeholder engagement activities.
- **Represent the service professionally:** Represent the service at internal and external forums, meetings and networking opportunities as required.

5. Organisational Culture & Leadership

- **Foster a values-aligned team culture:** Foster a team culture aligned with our values and behaviours.

Skills

- **Interpersonal Skills:** Strong skills in understanding client needs.
- **Engagement:** Effective in engaging clients and stakeholders to achieve recovery goals.
- **Problem-Solving:** Seeks diverse information and adapts approaches to problem-solving.
- **Self-Improvement:** Open to feedback and self-care for personal growth.
- **Compassion:** Promotes hope, optimism, and compassion.
- **Client-Focused Approach:** Non-judgmental, client-focused approach.
- **Teamwork:** Collaborative and flexible team player.
- **Cultural Competence:** Engages authentically with diverse backgrounds.
- **Lived Experience:** Values lived experience in substance use.
- **Knowledge Development:** Growing knowledge of Social Work models and frameworks.
- **Commitment:** Dedicated to human rights, trauma-informed care, and harm minimization.
- **Awareness:** Understands family violence and child safety issues, open to related training.
- **Technical Skills:** Competent in Microsoft Office Suite. Highly developed verbal and written communication skills to work as part of a team
- **Organisational Skills:** Strong administrative and organisational abilities.



Experience and Knowledge

- **Deliver evidence-based mental health care:** Experience in the provision of mental health care, including the completion of mental health assessments, crisis intervention, and short-term treatment interventions to people experiencing mental health difficulties and/or substance use problems.
- **Manage complex patient caseloads:** Advanced skills in managing complex patient caseloads using a patient-centred approach.
- **Apply evidence-based frameworks:** Knowledge and understanding of the theory underpinning evidence-based interventions and practice.
- **Apply holistic health approaches:** An understanding of and a commitment to the principles and practices of community health, primary health, and the social model of health.
- **Demonstrate emotional intelligence and resilience:** Emotional intelligence, personal resilience and tenacity.
- **Work autonomously and collaboratively:** Ability to work independently but also as a part of a collaborative team.
- **Support inclusive and culturally safe practice:** Demonstrated capacity to work with people from diverse backgrounds including LGBTIQ+, Culturally and Linguistically Diverse Communities (CALD) and Aboriginal and Torres Strait Islander people.
- **Build and maintain stakeholder relationships:** Ability to develop and nurture positive and ongoing relationships with a range of stakeholders.

Qualification/Registrations/Licences (Mandatory only)

- **Hold relevant professional qualification:** Bachelor's Degree that provides eligibility for membership of the Australian Association of Social Workers.
- **Maintain mandatory screening compliance:** A cleared National Worker Screening Check prior to commencement of employment.
- **Hold a valid driver's licence:** Current state-based driver's license.
- **Demonstrate minimum experience in the field:** Demonstrated experience working as a fully registered Social Worker for a minimum of 2 years.
- **Hold current first aid certification:** First aid certificate.

Physical Requirements

- Ability to travel between Each locations and clients place of dwelling
- Ability to work from home when required
- Able to sit at a computer for 6-8 hours per days.
- Walk up stairs.
- Lift 3kgs



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.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

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 Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

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.