

# Position Description

Position Title	Senior Clinician Social Worker
Position Number	
Division	Clinical Operations
Department	Mental Health
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Social Worker Grade 3
Classification Code	YC46- YC49
Reports to	Nurse Unit Manager Adult Acute Unit
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">Bendigo Health Staff Capability Statement</a>

## Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700-bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients. The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region. With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine. Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Clinical Operations Division

The Clinical Operations Division encompasses acute, allied health, cancer and mental health services. We provide a wide range of general medical, surgical and specialty services including but not limited to; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics, Cancer Clinics and Mental Health Services. Our Allied Health teams provide a diverse range of programs and person centred care in inpatient, outpatient, community, home and residential care settings.

Within a state-of-the-art hospital, our Ambulatory and Critical Care, Medical Services, Surgical Services and Women's and Children's areas use the latest technologies to provide excellent care. Our world class Cancer Centre uses a multi-disciplinary, integrated approach to treat specific cancers. The Cancer Centre offers medical oncology, radiation oncology, specialist nurses, clinical trials and cancer research, palliative care, and a Cancer Wellness Program.

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

Each year our onsite Specialist Clinics provide over 100,000 service events, we also see more than 60,000 people in our Emergency Department and welcome around 1700 babies into the world. The Clinical Operations Division assists with the admission of more than 50,000 patients into the hospital each year.

## Mental Health & Wellbeing Inpatient Services

Bendigo Health Mental Health & Wellbeing Services has four inpatient facilities:

### **Adult Acute Unit**

A 35 bed short-term acute inpatient unit that provides intensive therapeutic treatment for people living in the Loddon Campaspe Southern Mallee region aged 16 to 65 years.

### **Extended Care Unit**

A 20 bed secure inpatient unit providing medium to long term inpatient treatment and rehabilitation for patients who experience unremitting and severe symptoms of a mental illness for persons aged 18 to 65 years

### **Older Person's Unit**

A 20 bed unit which provides a mental health inpatient service to those over the age of 65 (but not exclusively) across the Loddon Campaspe Southern Mallee region.

### **Parent Infant Unit**

A 5 bed mental health inpatient unit for parents and infants. We assess and treat the mental health of the primary caregiver and support/strengthen the attachment relationship between parent and infant.

## The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement and the Allied Health Grade Level Capabilities: Grade 3 Allied Health Professional. Please refer to links provided to these documents.

The Grade Three Social Worker is responsible for the provision of Discipline Services within a designated clinical caseload, appropriate to their level of experience and competency. Grade Three level Social Workers are required to display autonomy of practice, whilst also contributing strongly to the interdisciplinary team.

The purpose of this position is to:

- The Senior Social Worker will have extensive experience in professional mental health practice to assist the social work team in the inpatient setting with their clinical practice and a background in leadership to support the social work team in the inpatient setting.
- This role has practical and strategic dimensions to provide social work expertise and promote high standards of Social Work practice in the inpatient precinct

The role has 2 distinct components

1. To provide a Social Work service to inpatients within the inpatient precinct to assist with demand, providing best practice client centred clinical care
2. To provide orientation, supervision, support and guidance to the social workers working in AAU, ECU, PIU and OPU and contribute to the development of the Social Work service in the Mental Health and Well-being inpatient setting

# Responsibilities and Accountabilities

## Key Responsibilities

The key responsibilities and duties of the Grade 3 Social Worker include, but are not limited to:

Key Responsibilities	Demonstrated by
1. Provision of care	<ul style="list-style-type: none"><li>• Work independently within approved scope of practice to provide safe, evidence-based care according to organisational policies and protocols in order to achieve optimal care</li><li>• Provide high levels of specialist knowledge, advice or guidance to other clinicians, consulting with supervisor and senior staff to escalate concerns, risks, clinical complexity and barriers where required</li><li>• Lead/oversee high-performing clinical teams, and provide highly specialised advice to other employees or staff in their profession/discipline or other disciplines including secondary consultation</li><li>• Use high levels of specialist clinical reasoning to ensure timely and responsive management of referrals and waitlists, in collaboration with the team as required</li><li>• Evaluate the distribution of workloads, developing systems that respond to changes in clinical demands as required</li><li>• Document in the medical history consistent with relevant Bendigo Health procedures and departmental requirements</li></ul>

	<ul style="list-style-type: none"> <li>• Complete required program reporting and statistical records for client – related and other activities within specified timeframes.</li> <li>• Demonstrate specialised knowledge and sensitivity to ethical and cultural issues and vulnerable population groups and integrate this into practice.</li> </ul>
<b>2. Collaborative practice</b>	<ul style="list-style-type: none"> <li>• Work collaboratively with clients, their families and other stakeholders to establish a client focused multidisciplinary management plan, consistent with professional standards of practice and evidenced based practice</li> <li>• Work collaboratively with the multidisciplinary team to deliver safe client-focused care, providing high levels of specialist knowledge to health professionals and agencies internal and external to Bendigo Health regarding clinical management</li> <li>• Provide clinical handover to ensure client care is maintained</li> <li>• Facilitate the smooth transition of clients through the health care system, collaborating and liaising with relevant services to ensure continuity of care for individual clients and their families.</li> </ul>
<b>3. Quality, innovation and improvement</b>	<p><b>Innovation and change</b></p> <ul style="list-style-type: none"> <li>• Proactively seek opportunities to work with clients and colleagues to develop practical and creative solutions to workplace problems</li> <li>• Initiate, lead and contribute constructively to evidence based clinical care, new ideas or change processes within the organisation</li> <li>• Generate healthcare strategies/innovations that improve delivery of evidence-based healthcare to clients.</li> </ul> <p><b>Quality improvement and research</b></p> <ul style="list-style-type: none"> <li>• Manage and lead quality improvement and research initiatives</li> <li>• Support and mentor other staff in the implementation and delivery of quality or research activities</li> <li>• Lead the translation of evidence into practice, including identifying clinical practice gaps, implementing and evaluating evidence-based care</li> <li>• Use highly specialist knowledge to assist in the development of relevant unit business and quality plans, policies and protocols, underpinned by best available evidence, data analysis and client feedback.</li> </ul> <p><b>Safety and risk management</b></p> <ul style="list-style-type: none"> <li>• Carry out compliance and improvement against the key elements of quality, safety and accreditation requirements as directed</li> <li>• Observe safe working practices and as far as able, protect own and others' health and safety</li> <li>• Lead and contribute to designated evaluation of service provision and risk management and assist in modification of service delivery practices in line with current evidence-based practice, data analysis and customer feedback.</li> </ul>
<b>4. Professional conduct</b>	<ul style="list-style-type: none"> <li>• Demonstrate highly developed oral and written communication skills</li> <li>• Recognise issues that may lead to conflict, constructively addressing issues as they arise, and where required escalating for advice and resolution in line with Bendigo Health procedures and values</li> </ul>

	<ul style="list-style-type: none"> <li>• Act to resolve complex issues by achieving common understanding on diverging interests, and mediating conflict situations as necessary</li> <li>• Display professionalism and highly-developed interpersonal skills</li> <li>• Demonstrate understanding of own personal and professional limitations, as well as the multidisciplinary team's scope of practice, and escalate as required</li> <li>• Adhere to profession specific standards of professional practice</li> <li>• Participate or lead in discipline and program working parties, expert advisory committees or external forums, as directed</li> <li>• Assume responsibility for relevant administrative portfolios or leadership roles as required</li> <li>• Work with operational and professional managers, or their delegates, to ensure that adequate time is allocated for non-clinical responsibilities such as participating in and providing clinical supervision, education, quality improvement and research, delegated portfolios, and attendance at meetings and committees.</li> </ul>
<b>5. Learning and Development</b>	<ul style="list-style-type: none"> <li>• Develop orientation and induction processes for staff and students in collaboration with MHPDU</li> <li>• Provide supervision, training and teaching of students, Grade 1 and 2 staff, and other clinicians as required</li> <li>• Participate in clinical supervision in accordance with the Allied Health Clinical Supervision protocol</li> <li>• Model a commitment to lifelong learning and evidence-based practice by identifying knowledge gaps and developing education plans for individuals and teams</li> <li>• Provide professional development or facilitate teaching opportunities to staff within clinical areas of highly specialist knowledge</li> <li>• Use self-reflection techniques effectively to enhance care provision and promote and lead reflective practice</li> <li>• Complete all mandatory training and professional development requirements</li> <li>• Support the recruitment and management of staff and defined resources, in accordance with Bendigo Health Strategic Directions, operational plans and professional practice to ensure quality and activity targets are met.</li> </ul>

## Required Capabilities for Allied Health

Further to the key responsibilities outlined in this position description, Allied Health staff are required to demonstrate the capabilities outlined in the Bendigo Health Allied Health Grade Level Capabilities.

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee, you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Essential

1. Minimum 7 years' experience relevant to discipline in a Mental Health and Wellbeing setting with a post graduate qualification in mental Health
2. A degree in Social Work or equivalent tertiary qualification with the ability to satisfy the requirements of the Bendigo Health Allied Health Credentialing and Professional Standards

document, including evidence of eligibility for membership of Australian Association of Social Work

3. Demonstrated high level understanding of contemporary practice and principles and evidence-based service delivery models for providing service in the inpatient setting.
4. Demonstrated ability to work collaboratively with multidisciplinary teams to deliver safe consumer-focused care, providing high levels of specialist knowledge
5. Demonstrated ability to work autonomously with highly developed skills in planning and priority setting
6. Demonstrated leadership in innovative approaches to problem solving for individual consumers and/or service delivery, using highly specialised clinical skills or knowledge
7. Demonstrated ability to provide effective clinical supervision to students and staff
8. Demonstrated emotional intelligence, particularly in stressful situations including responsibility for own actions and behaviours including knowledge of how they impact on self and others

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality client care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**National Disability Insurance Scheme (NDIS) Check** Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

**Eligibility for membership with AASW** Meet Bendigo Health Allied Health Credentialing requirements; Degree in Social Work recognised by the AASW and eligibility for AASW national accreditation status

**Drivers Licence** A current Victorian driver's licence is required for this position.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*