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| Title | *Grade 1 Social Worker* | Position  Reports to | Manager Social Services |
| Classification | SC12 | Employment Status | Full time ongoing |
| Enterprise Agreement | Allied Health Professionals (Victorian Public Health Sector)  Single Interest Enterprise Agreement 2021-2026 | | |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for more than 160 years. The Eye and Ear has over 90 different outpatient specialist clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

### Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here: <https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](https://eyeandear.org.au/patients-visitors/essential-patient-and-visitor-information/your-rights-and-responsibilities/child-safety-at-the-eye-and-ear/).

The Eye and Ear is a smoke free environment.

### Position Summary:

The Grade 1 Social Worker is required to work as part of a multi-disciplinary team and provide high quality social work services in the framework of clinical social work to patients attending outpatients clinics, Emergency Department and Inpatients Ward setting and their carers and family members.

This role will include undertaking biopsychosocial assessment, discharge planning, care/management plans for patients with challenging and complex needs, and deliver social work services within the framework of SHFRV (Strengthening Hospital Response to Family Violence) and MARAM (Multi-Agencies Risk Assessment and Management).

The social worker will undertake effective engagement and communication with internal and external health professionals and agencies in accessing services and supports for patients.

The social worker will promote and represent the Eye and Ear social work role within the hospital and externally where appropriate.

The social worker will be provided with regular supervision, peer supervision and access to internal professional development

### Key Responsibilities / Performance Outcomes:

1. Provide high quality standards of patient care within the hospital setting both ward and outpatients. This includes comprehensive biopsychosocial assessment, discharge planning, implementation and evaluation of care in collaboration with patients, carers and a multidisciplinary team and for some patients management and care management plans.
2. Work within an ethically and legally sound framework. Ensure that the delivery of clinical services within the Department is in line with best evidence based practice and the National Safety and Quality Health Service Standards (NSQHSS), Code of Conduct and the Australian Association of Social Workers (AASW).
3. Manage a clinical case load and referrals including the ability to set priorities and competing demands and maintain accurate and concise records and statistical informations on the hospitals electronic system in a timely manner
4. Maintain social work and family violence referral data and logs.
5. Information Technology (IT) skills that are commensurate with the requirements of  the role.
6. Participate in clinical meetings and other meetings as required with other health professionals
7. Promote the role of social work at the Eye and Ear including public speaking at forums/conferences both internally and externally
8. Undertake other tasks as required

### Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* Providing care that is patient and family-centred and delivered in partnership with the patient and their carer.
* Developing and maintaining your skills and competencies relevant to your clinical scope of practice.
* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework to deliver safe high quality and person-centred experience and care.
* Participating in reporting and analysis of safety and quality data including risks or hazards.
* Participating in improvement activities.
* Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
* Participating in appropriate professional development activities and other quality and safety training.
* Participating in health service activities required for accreditation.
* Ensuring appropriate use of hospital resources.
* Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
* Actively participate in the annual performance development cycle.
* Is compliant with the Eye and Ear Data Accountability Framework.

### Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
* Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

### Selection Criteria: Qualifications, Experience And Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** | An AASW accreditated Bachelor Degree or Masters (Qualifying) in Social Work |  |
| **Experience** | Social work (or fieldwork) placements) experience in public health/hospital settings/community sector. | Working with vulnerable families/Child Protection  Family Violence  Mental Health  Drug and Alcohol  Aged Care  Disability/NDIS |
| **Competencies** | * Demonstrated knowledge of the application of social work practice frameworks and principle in the context of clinical practice. * Ability to engage and work effectively with clients, carer’s and other professionals. * Demonstrated skills in psychosocial (biopsychosocial) assessment & risk assessment – particularly children at risk, family violence, substance abuse * Demonstrated highly developed interpersonal skills (verbal and written) and skills in collaboration, negotiation and conflict management * Ability to independently complete and document concise comprehensive psychosocial assessments and casenotes in a timely manner * Ability to effectively articulate the role of social work in a health care setting, associated clinical and operational meetings and staff forums * Demonstrated ability to work autonomously and as part of a multi-disciplinary team and with other health professionals * Ability to undertake project tasks and clinical improvements * Demonstrated ability to prioritise competing demands. * Understanding of relevant legislation – Privacy, Child Protection, Mental Health, Family Violence * Demonstrated computer literacy skills | * Risk assessment and referral processes for family violence, My aged care and NDIS. * Knowledge of community agencies and how they are accessed. * Risk assessment - mental health, child protection and drug and alcohol * Knowledge and experience in undertaking project work * Experience in public speaking |

### Reporting Lines

**Position Reports to –** *Manager Social Services*

### Key Working Relationships

* Social Service Department
* Clinical staff – nurses, medical and allied health
* Outpatient bookings
* External support services – Vision Australia, Guide Dogs Victoria, Aged Care, NDIS, Safe Steps

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

### Author of Position Description or Manager of Position:

Name: Chun Ho Kwong, Acting Manger Social Servcies

Date: 02/06/2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_