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| Title | Grade 2 Social Worker | Position Reports to | Manager Social Services |
| Classification | Grade 2 (SC21 – SC24) | Employment Status | 0.4 FTE (2 days a week) - Ongoing |
| Enterprise Agreement | Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) 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. Our vision is to inspire and advance specialist eye and ENT care. Our mission is to improve health and wellbeing outcomes through excellence in clinical care, teaching and education, research and innovation. Our values of **Integrity, Inclusive and Accessible Care, Collaboration and Excellence** 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
* **INCLUSIVE AND ACCESSIBLE CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **COLLABORATION** 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://eyeandear.org.au/about/publications/strategic-plan/>

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. The Eye and Ear is a smoke free environment.

### Position Summary:

This Grade 2 role in the Eye and Ear Social Work Department provides vital support to the existing social work team and contributes to a range of key hospital initiatives. The position will be responsible for delivering core social work services across inpatient and outpatient areas, working closely with multidisciplinary teams to ensure holistic, patient-centred care.

The role includes supporting key programs such as the Strengthening Hospital Response to Family Violence (SHRFV) and Multi-Agency Risk Assessment and Management (MARAM) frameworks, alongside broader social work responsibilities. This involves providing guidance to staff, assisting with risk assessments and facilitating referrals when required.

In addition, the role involves providing psychosocial assessment, counselling, advocacy and discharge planning to patients and families, collaborating with internal and external stakeholders to enhance patient outcomes and wellbeing.

### Key Responsibilities / Performance Outcomes:

1. Triage social work referrals
2. Provide clinical social work as required
3. Provide supervision to Grade 1 social workers
4. Facilitate social work field work placements at the Eye and Ear
5. Provide senior clinical practice to patients and families in a range of settings and ensure assessment and interventions aligned with professional values, skills, knowledge, theory, relevant policies and legislation
6. Work with the social workers and all Eye and Ear staff to support people with disability, their families and carers to access health and support services within Eye and Ear and externally to manage other presenting issues including NDIS applications
7. Assist the Manager Social Services in the ongoing implementation and management of SHFRV/MARAM related work -
* Monitor eLearning training, allocation and focussed clinical training
* Implementation of evaluation process
* Participate in the SHFRV community and statewide network including reports to Family Safe Victoria
* Implementation of ‘working with adults who use family violence’ in line with DOH recommendation
1. Plan and prioritise work to ensure desired outcomes are achieved within timelines
2. Work within an ethically and legally sound framework - Ensure the delivery of clinical services within the Social Work department is in line with best evidence-based practice and the National Safety and Quality Health Service Standards (NSQHSS).
3. Perform the duties of this position efficiently to the standards of the Royal Victorian Eye and Ear Hospital and AASW Practice Standards and Code of Ethics
4. Other- undertake other work or duties as required or directed by manager

### Quality, Patient Safety And Risk Management

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

* 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** | Bachelor or Masters of Social Work (Approved qualification and evidence of eligibility for membership of AASW is essential) | Post graduate qualifications in Disability |
| **Experience** | Demonstrated experience, Knowledge and understanding of issues and complexities in delivering social work practice in public health setting including discharge planning  | Experienced social worker in public health and disability |
| **Competencies** | Demonstrated highly developed interpersonal skills (verbal and written) and skills in collaboration, negotiation and conflict management | Knowledge and understanding of issues and complexities relating to people with disabilities including for people living with disabilities in the Aboriginal, LGBTIQ, CALD and older communities |
| Demonstrated ability to Problem solve: information gathering, liaise with stakeholders; analyse issues, negotiate and implement a well-planned course of action  | Knowledge and Understanding of SHFRV/MARAM and issues related to family violence |
| Demonstrated abilities to work autonomously and as part of a multi-disciplinary team and with other health professionals | Knowledge and understanding of my aged care  |
| Ability to undertake public speaking and deliver training across a range of audiences  | Knowledge and understanding of National Disability Insurance Scheme |
| Demonstrated ability to prioritise competing demands to ensure the outcomes are achieved.  | Knowledge and understanding in working with people with mental health and/or substance abuse and dementia |
|  | Knowledge in supervising social workers |
|  | Demonstrated ability to maintain accurate and concise records and statistical information on the hospitals electronic system in a timely manner |

### Reporting Lines

**Position Reports to –** Manager Social Services

**Number of Direct reports -** Zero

### Key Working Relationships

Internal

* Social Services Team
* Patient Experience Team
* Aboriginal Health Liaison Officers
* Clerical staff
* Medical staff
* Nursing staff
* Allied Health staff
* Department managers and NUMs
* Directors Ambulatory and Surgical Services
* Service Improvement Coordinator- Ambulatory Services

External

* Referrers
* Community Organisations
* Statutory organisations
* Victorian Department of Health
* North East Metropolitan Health Services Partnership
* Parkville Local Health Service Network

*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 Manager Social Services

Date: 12/09/2025

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