

POSITION DESCRIPTION SOCIAL WORKER

OVERVIEW

Program:	Sacred Heart Local
Reports to:	Manager Sacred Heart Local
Supervise:	Nil
Date of Last Review:	August 2018
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2013 or subsequent Agreements

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 6
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Local (SHL) is an in-home support program delivering services specifically tailored for people who are homeless, at risk of homelessness and /or socially disadvantaged. SHL deliver accessible, responsive, evidence informed and innovative services with this client group in the community to safely maintain their familiar environment for as long as possible, and foster independence where possible.

SHL provides support primarily via three different sections: Commonwealth Home Support Program, Home Care Packages and National Disability Insurance Scheme. The incumbent will work within the Commonwealth Home Support Program, this funds entry level services for people new to the Australian aged care system. SHL provides social work-case management in this capacity.

PURPOSE OF THE POSITION

The Social Worker will ensure Sacred Heart Local provides high quality, effective and caring service to care recipients in accordance with SHM's values and legislative and funding requirements. A typical case load will hold diversity of presentations between clients and their areas of concern, including:

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 6
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
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family violence, mental health, complex healthcare coordination, advocacy, housing/homelessness prevention, carer support, advisory or consultation roles.

The incumbent will contribute their professional experience and knowledge as a practicing social worker to SHL's team of case managers to contribute to the high-quality services provided to all clients. This role can involve the supervision of Social Work Students on placement.

KEY RESPONSIBILITIES

Accountability	Major Activities
Service Coordination	<ul style="list-style-type: none"> ▪ Ensure Sacred Heart Local operates in accordance with SHM's Vision, Mission & Values statement and with funding and legislative requirements. ▪ Ensure services are delivered to clients using social inclusion and trauma informed principles. ▪ Contribute to the implementation of continuous quality improvement initiatives at Sacred Heart Local. ▪ Work in collaboration with other organisations and professions to provide services and case management to meet clients' needs. ▪ Coordinate and prioritise tasks in a working calendar .
Client Support	<ul style="list-style-type: none"> ▪ Provide high quality social work intervention in collaboration with the client, their support network and other team members that facilitates the opportunity for increased wellbeing, health and social engagement. ▪ Undertake assessments, care planning and care coordination activities required to meet the diverse needs of the clients within Commonwealth Home Support Programs. ▪ Facilitate the application of Social Inclusion principles into day to day work practices. ▪ Maintain care plans and client database in a timely and accurate way. ▪ Work in an outreach capacity with clients, whereby face to face contact with clients is continued the community be it at home, local areas or healthcare facilities.

Document Number: HRE-FOR-005

Version: 1

Page No. 3 of 6

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

Review Date: December 2019

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<p>Staff Support</p>	<ul style="list-style-type: none"> ▪ Collaborate with team members in effective decision making by contributing skills techniques and theory as a qualified social worker and considering the roles and responsibilities of all persons involved in service delivery for clients. ▪ Share and expand the team's knowledge of relevant referral/service connections. ▪ Contribute within and support the team culture. ▪ Provide regular, high quality professional supervision for support staff, including opportunities for reflective practice and timely debriefing. ▪ Undertake performance development reviews with staff and develop individual training plans to ensure ongoing professional development. ▪ Recruit, orientate and mentor new staff as required. ▪ Ensure that Occupational Health and Safety policy, procedures and legislative requirements are met. ▪ Oversee the supervision of students on placement at Sacred Heart Local as required.
<p>Relationship Management</p>	<ul style="list-style-type: none"> ▪ Foster and develop positive relationships with internal stakeholders, particularly SHM Community, Services Coordinators, Community Housing Ltd staff, volunteers, and partnership agencies providing services to Sacred Heart Local clients. ▪ Foster and develop positive relationships with related external services and stake holders, particularly city councils of Port Phillip, Glen Eira, Moreland, Whittlesea; Aged Care Assessment Service providers and Mobile Aged Psychiatric Services. ▪ Participate in SHM committee meetings as required including OH&S and Continuous Quality Improvement.
<p>Professional Development</p>	<ul style="list-style-type: none"> ▪ Attend and participate in fortnightly supervision sessions and individual training.

Document Number: HRE-FOR-005

Version: 1

Page No. 4 of 6

Document Status: Current

Pathway: T:10.0 Forms

Date created: December 2016

Prepared by: Manager People & Culture

Date Updated: N/A

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	<ul style="list-style-type: none"> ▪ Attend and participate in regular practice reflection sessions and contribute to a practice culture that is open, honest and reflective. ▪ Participate in yearly professional development and review meetings and regularly monitor own training and development plan with line manager.
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia
- Access to a registered vehicle
- A current First Aid Certificate

Document Number: HRE-FOR-005

Version: 1

Page No. 5 of 6

Document Status: Current

Pathway: T:\10.0 Forms

Date created: December 2016

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QUALIFICATIONS

- A tertiary qualification in Social Work from an accredited Australian Association of Social Workers provider

KEY SELECTION CRITERIA

Essential:

- Ability to participate collaboratively and constructively within teams of peers, staff and other stakeholders, as well as initiative and effective personal judgement when working alone
- Demonstrated knowledge and skills in the area of social work practice
- Experienced in client engagement in an outreach capacity
- Demonstrated experience in the establishment and management of models for effective client service
- Outstanding written and verbal communication skills, as well as strong interpersonal skills
- Knowledge of trauma informed care practices
- Strong alignment to Sacred Heart Mission Values

Desirable:

- Experience in the aged care community sector
- Experience working in the area of homelessness and persistent disadvantage
- Experience in mental health practice
- Familiarity with the My Age Care service portal

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Document Number:	HRE-FOR-005	Version:	1	Page No.	6 of 6
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	December 2016	Prepared by:	Manager People & Culture		
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