

POSITION DESCRIPTION

NNSWLHD - Allied Health Professional - Social Worker Level 4 - Deputy Department Head

<p>Our CORE values Collaboration Openness Respect Empowerment</p> 	
Organisation	NSW Health
Local Health District / Agency	Northern NSW Local Health District
Position Classification	Social Worker Lvl 4
State Award	NSW Health Service Health Professionals (State) Award
Category	Allied Health Social Worker
Website	www.nnswlhd.health.nsw.gov.au/

PRIMARY PURPOSE

Under the direction of the Social Work Head of Department, providing advanced clinical services, planning, directing and managing the delivery of site-based Social Work services.

The Deputy Department Head supports the operational, strategic and professional management of clinical staff under the leadership of the Head of Department.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

ESSENTIAL CRITERIA

Relevant qualification in Bachelor of Social Work and eligible for membership of The Australian Social Work Association prior to commencing. To be appointed as a Level 4 Health Professional, evidence must be provided of three years' clinical experience and demonstrated experience of extensive specialist knowledge or a high level of broad generalist knowledge within the discipline as defined by the award definitions of a level 4 practitioner.

Valid unrestricted drivers' licence for use in NSW/Australia.

Valid NSW Employee Working With Children Check.

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Responsibilities under WHS - Supervisor

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

KEY ACCOUNTABILITIES

Provide an autonomous advanced clinical service applying professional knowledge and judgement, including those of a novel, complex or critical nature to maximise client comfort, safety and improved outcomes.

Provide high level clinical services in an integrated, person centred and evidenced based approach to ensure optimal client outcomes.

In consultation with the Social Work Head of Department provide leadership and management in line with the Northern NSW Local Health District (NNSWLHD) organisational goals and key performance indicators. Work in collaboration with health service managers to meet the organisation goals and key performance indicators.

Lead workplace education, professional development, support and quality improvement activities to improve the care of clients of NNSWLHD, including planning, implementing, evaluating and reporting on services, identifying opportunities for improvement in clinical practice, developing and leading ongoing quality improvement activities with staff and participating in clinical research opportunities.

Develop and demonstrate cultural competence and understanding and commit to improving the health outcomes of Aboriginal people.

Provide supervision to students, Level 1, 2 and 3 health professionals, technical and support staff to promote education and learning and optimal client outcomes.

KEY CHALLENGES

- Managing time and prioritising the clinical workload within finite resources, to ensure the delivery of optimum standards of practice that meet patient needs and expectations.
- Contributing, in an environment of constant change and increased reliance on information technology, to improving the ways in which allied health and other members of the health care team work together to provide treatment, care and support.
- Working with at risk, vulnerable and distressed clients, families and carers.

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KEY RELATIONSHIPS

Who	Why
Line manager and clinical supervisor	Professional and operational leadership and management. Provide guidance, direction and feedback in relation to the delivery of quality patient care.
Multidisciplinary team	Collaborate and coordinate to provide efficient and effective person centred care.
Patients/clients and their families	Provide appropriate high quality patient centred care that meets needs and expectations in line with CORE values.
Health care and service providers from outside of Northern NSW Local Health District	Collaborate on patient care.
Health Education providers	Collaborate on student supervision.

SELECTION CRITERIA

1. Relevant qualification in Bachelor of Social Work and eligible for membership of The Australian Social Work Association prior to commencing. To be appointed as a Level 4 Health Professional evidence must be provided of three years' clinical experience and demonstrated experience of extensive specialist knowledge or a high level of broad generalist knowledge within the discipline as defined by the award definitions of a level 4 practitioner
2. Demonstrated ability to apply advanced clinical reasoning and ability to apply professional judgement when performing novel, complex or critical tasks
3. Demonstrated management experience in Human Resource Management, Finance, Workplace Health and Safety, Clinical Governance and Quality Improvement and proven ability to lead a team to achieve outcomes
4. Demonstrated leadership in effective communication through the use of information technology, written, verbal and interpersonal skills with the ability to identify key messages, issues and concerns when communicating with others
5. Demonstrated leadership to utilise problem solving skills and a multidisciplinary team approach in the planning, delivery and coordination of patient care
6. Demonstrated high level knowledge and understanding of person centred care, quality improvement and evidence based practice
7. Ability to work in sites across the Local Health District as required or directed with a valid unrestricted drivers' licence for use in NSW and willingness to travel in the course of employment. Availability and capacity to participate in a seven day rotating roster that includes working all days of the week including public holidays (if applicable)

OTHER REQUIREMENTS

Professional Behaviour and Communication

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

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- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

Workplace Culture

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

Privacy

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

Performance

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

Quality Improvement

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

Workplace Health & Safety

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

Risk Management

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All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).

Managers will:

- Systematically apply risk management policies and procedures in your area of responsibility: communication and consultation, establish the context, assess risk (identify, analyse and evaluate risk), treat risk, and monitor and review risk
- Update the NNSWLHD Risk Register (Enterprise Risk Management System), escalating risks to your manager which are beyond your capacity or authority to manage

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	Advanced
	Value Diversity and Inclusion	Advanced
	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Advanced
	Deliver Results	Advanced
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Advanced
	Finance	Adept
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Adept
	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Advanced	<ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> Influence others with a fair and considered approach and present persuasive counter-arguments Work towards mutually beneficial win/win outcomes Show sensitivity and understanding in resolving acute and complex conflicts Identify key stakeholders and gain their support in advance Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise Pre-empt and minimise conflict within the organisation and with external stakeholders
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Business Enablers Finance	Adept	<ul style="list-style-type: none"> Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measures Understand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>decisions</p> <ul style="list-style-type: none"> • Understand and apply financial audit, reporting and compliance obligations • Identify discrepancies or variances in financial and budget reports, and take corrective action where appropriate • Seek specialist advice and support where required • Make decisions and prepare business cases paying due regard to financial considerations
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies
People Management Manage and Develop People	Advanced	<ul style="list-style-type: none"> • Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives

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Job Demands for: NNSWLHD - Allied Health Professional - Physiotherapist Level 4 -
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Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Infrequent</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Not Applicable</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Not Applicable</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p>

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Infrequent	Infrequent
Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps Infrequent	Lifting/Carrying - light lifting and carrying (0 to 9 kg) Frequent
Lifting/Carrying - moderate lifting and carrying (10 to 15 kg) Infrequent	Lifting/Carrying - heavy lifting and carrying (16kg and above) Not Applicable
Reaching - arms fully extended forward or raised above shoulder Not Applicable	Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body Infrequent
Head/Neck Postures - holding head in a position other than neutral (facing forward) Infrequent	Hand and Arm Movements - repetitive movements of hands and arms Frequent
Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands Frequent	Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work Not Applicable

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Driving - Operating any motor powered vehicle Occasional	
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Sensory Demands

Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens) Constant	Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries) Frequent
Smell - use of smell is an integral part of work performance (e.g. working with chemicals) Not Applicable	Taste - use of taste is an integral part of work performance (e.g. food preparation) Not Applicable
Touch - use of touch is an integral part of work performance Not Applicable	

Psychosocial Demands

Distressed People - e.g. emergency or grief situations Infrequent	Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness Not Applicable
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<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>
<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	

<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Not Applicable</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p>

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Not Applicable	Not Applicable
Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C Not Applicable	Confined Spaces - areas where only one egress (escape route) exists Infrequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground Infrequent	Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls Infrequent
Working At Heights - ladders/stepladders/scaffolding are required to perform tasks Not Applicable	Biological Hazards - exposure to body fluids, bacteria, infectious diseases Not Applicable