

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Social Worker Level 4
State Award	NSW Health Service Health Professionals (State) Award
Category	Social Worker Level 4
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Emergency Department to Community (EDC) is a program that works closely with patients who frequently present to Emergency Departments across Northern Sydney Local Health District (NSLHD). EDC provides tailored intensive case management and specialist care to clients in the community, improving their health and reducing the need for Emergency Department presentation. The service delivery model will include provision of community care in clinics and client homes, and in reach to all four emergency departments in NSLHD (Royal North Shore Hospital, Ryde Hospital, Hornsby Hospital and Northern Beaches Hospital).

The Social Worker – EDC works with key internal and external stakeholders including but not limited to: ED, Mental Health Drug and Alcohol (MHDA), Pain services, Primary and Community Health services, General Practitioners, NSW Ambulance, NSW Trustee and Guardian, other government departments and NGOs) across NSLHD to:

- Identify suitable clients - reviewing NSLHD staff referrals, NSW Ambulance referrals, and reviewing data dashboards to proactively identify clients.
- Coordinate and plan client centred care in partnership with relevant services- driving the development of Emergency Department Management Plans and Community Care Coordination plans with relevant NSLHD Medical, Nursing and Allied Health staff, the client's GP, other care providers and the client.
- Work in Partnership with Clients - using care coordination and case management to address the clinical and social factors that drive frequent and continued Emergency Department use.
- Provide leadership in the program. Coordinate EDC meetings at facility level to discuss and evaluate client progress and plans. At an organisation level contribute to the performance monitoring, evaluation, and development of the program.

Clients participating in EDC may be experiencing complex health conditions such as mild to moderate mental health issues, pain, or drug/alcohol use.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)

required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

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.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL REQUIREMENTS

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.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleague.

## KEY ACCOUNTABILITIES

### Clinical

Provide evidence informed mental health assessments and therapeutic interventions for clients in the EDC program, utilising professional skills and expert knowledge. Maintain updated knowledge of designated specialist clinical areas and work autonomously in all matters relating to clinical practice.

### Teamwork

Establish and maintain partnerships with the multidisciplinary team and other internal / external service providers using high level interpersonal skills to make shared decisions that meet the needs of clients, carers and families. Communicate goals and treatment plans effectively, including active participation in EDC team and relevant facility departmental meetings, case conferences, clinical handover and education to achieve seamless consumer outcomes. Liaise with team members to provide consultation guidance, supervision and leadership in the implementation of best practice for Social Work within the service.

Practice and Performance

### Practice and Performance

Work will be conducted in a manner that demonstrates NSLHD's CORE Values. Self-manage time and tasks prioritising as necessary. Adhere to departmental work instructions and LHD policies, procedures and guidelines.

Plan, implement, evaluate, and report on services; develop and lead ongoing quality improvement activities with the EDC CNC and facility departmental. Actively participate and/or lead departmental clinical meetings.

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)

### Education, Training and Research

Be responsible for maintaining advanced practice skills and own professional development in order to meet requirements for registration or eligibility for membership of professional association. Maintain professional competency standards and ethics.

Identify innovation and efficiency opportunities, recommend, develop and source suitable evidence-based resources and contribute to quality improvement activities as required.

### Supervision

Facilitate and provide senior clinical leadership to multi-disciplinary peer consultation group and clinical case review processes.

### Information Management

Maintain adequate client records, including databases and statistics relevant to the program. Document all aspects of patient care in compliance with NSW Health and NSLHD documentation standards and procedures including maintaining security and confidentiality of information. Work will be completed in a timely manner, meeting all prescribed Key Performance Indicators.

## KEY CHALLENGES

- Keep abreast of changing models of care and working within a best practice framework within all aspects of Social Work practice.
- Exercise independent professional judgement when required in solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaption or modification for p and carers with increased complexity of needs and high levels of risk.
- Building and maintaining effective relationships across a broad range of stakeholders through clear and frequent communication, whilst navigating a complex system both internally and externally to achieve positive patient outcomes.

## KEY RELATIONSHIPS

Who	Why
Nursing Manager, NSHNS	Direct operational relationship. To report on day-to-day tasks and any issues.
Management in NSLHD District Operations (including the Acute and Critical Care Network), and Primary and Community Health	Work on the future service directions, reporting and managing the day-to-day requirements.
NSLHD Medical, Nursing and Allied Health staff across NSLHD, in particular, ED, Mental Health, Drug and Alcohol and Pain Management. Services	Collaboratively work together to identify appropriate clients, gain information and agreement on client plans, report progress and outcomes against plans.
Manager Aged and Chronic Care and Allied Health	Professional manager

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)

## SELECTION CRITERIA

1. Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.
2. A bachelor or post graduate degree in Social Work and eligibility for the Australian Association of Social Workers (AASW), including the ability to demonstrate a practical application of the AASW Code of Ethics. Recent, extensive and varied post graduate clinical experience as a Level 2 Social Worker or above.
3. Extended skills and specialised knowledge in the provision of current clinical social work practice. Ability to take responsibility for the delivery of evidence-based practice for consumers, carers and families.
4. Extensive experience in tailoring verbal, written and interpersonal communication skills for internal and external service providers. Excellent interpersonal, communication, consultation and negotiation skills
5. Demonstrated clinical leadership skills and an ability to work collaboratively to plan care for complex clients using a multidisciplinary team approach, particularly with patients based in the community experiencing mental health, drug and alcohol and chronic pain issues.
6. Demonstrated experience in the planning, developing, implementing and evaluating improvement initiatives and system change
7. Current unrestricted Class C NSW Driver's Licence

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)

## 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	Adept
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)



Northern Sydney  
Local Health District

### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"><li>• Look for and take advantage of opportunities to learn new skills and develop strengths.</li><li>• Show commitment to achieving challenging goals.</li><li>• Examine and reflect on own performance.</li><li>• Seek and respond positively to constructive feedback and guidance.</li><li>• Demonstrate a high level of personal motivation.</li></ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"><li>• Tailor communication to the audience</li><li>• Clearly explain complex concepts and arguments to individuals and groups</li><li>• Monitor own and others' non-verbal cues and adapt where necessary.</li><li>• Create opportunities for others to be heard.</li><li>• Actively listen to others and clarify own understanding.</li><li>• Write fluently in a range of styles and formats.</li></ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"><li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence.</li><li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options.</li><li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness.</li><li>• Identify and share business process improvements to enhance effectiveness.</li></ul>

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)

### Job Demands for: NSLHD – Social Worker (Level 4)

Physical Demands	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Frequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Occasional</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)

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

## POSITION DESCRIPTION

# NSLHD – Emergency Department to Community Social Worker (Lvl 4)

### Sensory Demands

<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Occasional</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Occasional</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Frequent</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Infrequent</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Occasional</p>	

### Psychosocial Demands

<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Occasional</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Infrequent</p>

**POSITION DESCRIPTION**

**NSLHD – Emergency Department to  
Community Social Worker (Lvl 4)**

<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Infrequent</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Infrequent</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Frequent</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

**POSITION DESCRIPTION**

**NSLHD – Emergency Department to  
Community Social Worker (Lvl 4)**



<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Frequent</p>