

Position Description

Position title:	Social Worker
Department:	Social Work, Social Model of Health
Classification:	Qualified Social Worker Grade 2 (SC21 – SC24)
Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Reporting to:	Team Leader, Social Work

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is **'Creating healthier futures for women and babies'**. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About Social Model of Health

The Women's Social Model of Health Division is a newly formed function that reinforces our commitment to the social determinants of health. Whilst all services at the Women's ensure health equity for all women, the Social Model of Health Division brings together our services and programs that specialise in providing care to women facing challenges that may adversely affect their health. The Social Model of Health Division at the Women's has responsibility for ensuring the hospital's clinical and social support services are coordinated, aligned and leveraged to provide wrap around care for the women who need it most. In particular, the division has a focus on ensuring a woman's social, economic, cultural, environmental, geographic, and other factors are taken into account in her care plan with the overall aim of reducing health inequalities and addressing systemic inadequacies that affect health access and outcomes.

About Social Work

Social Work at the Women's aims to improve the psychosocial health and wellbeing of women and babies attending our hospital. Social Work embraces a view of women's health that is holistic and considers women's social, physical, emotional and cultural wellbeing. Our Social Workers offer support to women through their maternity, neonatal, gynecological and oncology experiences and provide information, counselling, support and advocacy for women in response to health and social needs.

Position purpose

Social Workers provide clinical services to women attending the Women's as well as contributing to program and policy development, research and the promotion and evaluation of services. The Grade 2 Social Worker will apply effective communication skills, and participate in service development and quality improvement.

The Grade 2 Social Worker will undertake other tasks and responsibilities within the scope of practice as requested. The Grade 2 Social Worker will also be required to supervise Social Work students.

Key responsibilities

Clinical practice

- Provide a high-quality evidence-based social work service to patients of the Women's, including psychosocial assessment, crisis intervention, short-term counselling, bereavement care, advocacy, community liaison and referral, case management and discharge planning
- Ensure prompt assessment of newly referred patients
- Work closely with the multidisciplinary team involved in the care of women and their families
- Develop and maintain community links with relevant organisations
- Manage escalated client issues or complaints appropriately
- When directed by the Team Leader, work across other hospital clinics and wards
- Use the Women's electronic medical record (EMR) where required and ensure that accurate information and records are maintained in line with relevant hospital policies and guidelines

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- Ensure all documentation and data meets the requirements of the Department of Health and Human Services, including all statutory requirements and relevant hospital policies and guidelines
- Establish an action plan for yourself to complete work efficiently and on time by setting priorities, establishing timelines
- Any other duties as required that meet relevant standards and recognised practice

Communication and teamwork

- Provide supervision and clinical education to Social Work students
- Attend all meetings relevant to the position
- Demonstrate professional communication (verbal and written) including through the use of interpreters, ability to negotiate, apply conflict resolution and advocacy skills and escalate client complaints appropriately
- Work effectively with a diverse range of people, acknowledging individual differences
- Develop and maintain effective working relationships with internal and external stakeholders
- Participate in the weekend social work service

Quality, safety and improvement

- Develop and maintain an understanding of individual and team responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives
- Participate in the development of policies and guidelines
- Participate in modification of service delivery practices in line with current evidence-based practice
- Escalate incidents, risks, issues, conflicts, or concerns in a timely way to the Team Leader and participate in problem-solving and mitigating risks or issues
- Learn and maintain a full working knowledge of emergency procedures
- Participate in clinical audits and other relevant quality activities

Learning and development

- Identify and participate in research opportunities arising from direct social work practice and attend seminars and conferences relevant to the area of work
- Critically review and keep up to date with professional literature relevant to Social Work
- Actively participate in credentialing and scope of practice processes
- Complete all mandatory training and participate in an annual performance development review

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Bachelor/Masters of Social Work as well as meeting eligibility requirements for membership with the Australian Association of Social Workers (AASW)
- Demonstrated theoretical understanding and an intersectional approach to your clinical practice in relation to working with victim/survivors of family violence and sexual assault and knowledge of working with complex trauma and the child protection system

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- Demonstrated knowledge in psychosocial assessment, crisis intervention, short-term counselling, bereavement care, advocacy, community liaison and referral, case management and discharge planning
- Demonstrated ability to work effectively within a multidisciplinary team and ability to establish and maintain functional networks with a wide variety of health personnel and with other service providers
- Possess an understanding of relevant legislation and practice frameworks relating to family violence practice, including but not limited to the Family Violence Information Sharing Scheme (FVISS), Child Information Sharing Scheme (CISS) and the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)
- Demonstrated ability to work as a member of a team and ability to establish and maintain functional networks with a wide variety of health personnel and with other service providers
- Well-developed interpersonal skills and the ability to work in a crisis orientated service
- Resilience in balancing sometimes competing and conflicting priorities
- The ability to work independently and as a solo worker on shift but seek consultation where necessary
- Embodiment of the Women's values

Desirable:

- Experience working within a public hospital setting
- Postgraduate qualifications or working towards postgraduate qualifications in Social Work, Health or a related area
- Experience in provision of clinical supervision to grade 1 Social Workers and/or student social workers
- Capacity to work effectively in a changing organisational environment

Organisational relationships

Internal relationships

- Social Model of Health Department
- Allied Health staff
- Family Violence team
- Nursing, midwifery and medical staff
- All Royal Women's Hospital departments and clinics and staff in particular the Women's Emergency Centre, the After-hours Manager, Centre for Women's Mental Health and General Counsel

External relationships

- Inner Melbourne Community Legal
- Other hospitals and health providers
- Community service organisations
- Government departments
- Family Safety Victoria
- Victoria Police

Direct reports: 0
Indirect reports: Social work students
Budget responsibility: N/A

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Prolonged/Constant
Standing - remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Not applicable
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Not applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged/Constant
Hearing – use of hearing is an integral part of work performance	Prolonged/Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged/Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Working with distressed people and families	Prolonged/Constant
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Prolonged/Constant

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: May 2026

Developed by: Senior Social Work Manager

Date of next review: May 2027

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