

# Austin Health Position Description



## Position Title:

Classification:	Grade 5 Social Work Manager
Business Unit/ Department:	Allied Health / Social Work
Work location:	All sites
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
Employment Type:	Full time
Hours per week:	38
Reports to:	Chief Allied Health Officer
Direct Reports:	7
Financial management:	Budget: \$5M
Date:	June 2024

## About Austin Health

Austin Health is one of Victoria's largest health care providers. We deliver services for patients across three main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria. We are an internationally recognised leader in clinical teaching, training, and research, with numerous university and research institute affiliations.

We employ approximately 9,500 staff and are known for our specialist work in cancer, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health, and rehabilitation.

Our vision is to shape the future through exceptional care, discovery, and learning. This is supported by our values which define who we are, shape our culture and the behaviours of our people.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe, and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

## Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the

Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

## About Social Work

The Social Work Department is based within the Division of Allied Health. This comprises the departments and services of

- Physiotherapy
- Social Work
- Speech Pathology
- Occupational Therapy
- Nutrition and Dietetics
- Orthotics & Prosthetics
- Podiatry
- Psychology including Clinical and Neuropsychology
- Creative and Leisure Services
- Tracheostomy Review and Management Service (TRAMS)
- Spiritual Care
- Language Services
- Aboriginal Health Ngarra Jarra Team
- Northern Centre Against Sexual Assault (NCASA).

The Social Work Department comprises approximately 46 FTE, providing services across the three main sites of the Austin Hospital, Heidelberg Repatriation Hospital and Royal Talbot Rehabilitation Centre. Services are provided predominantly across five days with a small service offering on Saturday and Sunday.

The Social Work Department is committed to working with and enabling consumers and their families to achieve the best possible outcomes of personal and social wellbeing in the context of illness, disability, treatment and recovery. The Social Work team collaborate effectively with the broader treatment team, community providers and services to ensure a seamless transition of patients from the hospital environment back into the community.

The Social Work Department is focused on developing the professional body of knowledge and evidence based practice of staff in a range of areas to ensure high quality service provision. This is achieved through staff participating in ongoing training and professional development, professional supervision and performance review, research, quality improvement activities and undergraduate and / or post-graduate student teaching.

## Purpose and Accountabilities

**Role Specific:**

**Strategic and business planning**

- Plan and develop the delivery of Social Work services within Austin Health, in alignment with the Division of Allied Health and the broader Austin Health Strategic Plans.
- Actively participate in interdisciplinary committees and working parties locally, organisation wide and professionally as required.
- Develop structures that facilitate a flexible workforce to enable a service that meets the ever-changing demands of a dynamic health organization.

*Key Performance Indicators:*

- Proactively develop and set priorities for the Department that are achievable and deliverable in agreed timeframes.
- Completion of an annual Quality Business Improvement Plan, in line with the strategic direction of the Allied Health Division and the organisation as a whole.
- Develop and monitor a system to measure and ensure optimal resource utilisation.
- Complete monthly and annual budget analysis for the Department, plan and develop financial sustainability and accountability that includes detailed bids as required or as opportunity arises.

**Professional leadership and operational management of the staff**

- Lead the Social Work Department, creating a clear and definitive vision and strategic direction.
- Provide professional leadership and be responsible and accountable for the standards of professional practice for all social workers at Austin Health (excluding Mental Health)
- Lead and line manage direct reports, ensuring they receive appropriate performance appraisal and management, professional training and development opportunities.
- Foster innovation in practice that results in a high level of staff satisfaction, staff retention rates and low absenteeism.
- Be aware of and comply with all policies and procedures and intervene in a timely manner if values, policies or procedures are breached in the workplace.

*Key Performance Indicators*

- Undertake an Austin Health Performance Review and Development (PRD) plan annually for all direct reports and ensure all members of the Social Department complete a PRD annually
- Ensure that the Department is appropriately staffed with a suitable skill mix to meet the needs of the Austin Health patients.

**Managing performance of the service**

- Provide effective workforce management that ensures optimal clinical service provision and leave cover within budgets.
- Set, measure and report on Key Performance Indicators as agreed with the Chief Allied Health Officer, ensuring that all necessary information and data requirements of the service are met.
- Ensure the Chief Allied Health Officer is well briefed on matters affecting the Department's performance, including the provision of advice and recommendations on measures to ensure superior performance.

- Develop and maintain systems that ensure high quality, patient-centred care is delivered, in line with Austin Health policies and procedures.
- Develop and maintain systems to monitor equipment, tools and resources, ensuring the adequate provision of resources to the Department.
- Ensure that all Austin Health Social Work staff have the appropriate credentialing to perform the tasks required, consistent with organisational policy.
- Work with the Clinical Education Unit, the Chief Allied Health Officer and tertiary institutions to support clinical placements for social work students at Austin Health.
- Manage staff leave and ADOs to provide minimal interruption of service, whilst preventing excessive accumulation of leave.

#### *Key Performance Indicators*

- Report on service KPIs as agreed with the Chief Allied Health Officer, ensuring all necessary information and data requirements regarding the service are provided.
- Audit adherence to departmental and organisational procedures (e.g. handover, patient identification, consent) demonstrating a high or improving level of compliance.
- Ensure 100% of Austin Health social workers are credentialed to practice and maintain a credentialing and scope of practice register of same at local level.
- Ensure students attend well-coordinated, high quality student placements.
- Maintain absenteeism at less or equal to the organisational monthly rate.
- Maintain departmental leave accruals with minimal or no excess annual leave or ADO's.

#### **Managing budget and financial performance**

- Demonstrate accountability for the preparation, monitoring, delivery and evaluation of Department service budgets, with consideration to the impact on the broader organisation.
- Plan, budget and provide resources to ensure quality services for patients, and effective use of resources in line with organisational priorities.
- Ensure compliance with all Austin Health financial policies.
- Identify cost effective and efficient approaches to managing resources.

#### *Key Performance Indicators*

- Develop and manage budgets effectively within targets and timelines for Departmental cost centre.
- Identify cost-effective and efficient strategies to improve resource management each financial year.
- Provide financial reports monthly, identifying financial and activity variances, and implement a remedial action plan where required.

#### **Quality, safety & risk management**

- Promote and ensure a safe and healthy workplace for staff and patients.
- Actively contribute to the accreditation process, including achieving compliance with the National Safety & Quality Health Service Standards.
- Identify areas that require improvement through observation, audit, incident reporting and feedback, and implement improvement initiatives accordingly.

- Investigate complaints in a timely, responsive manner and implement strategies to limit reoccurrence of the identified complaint.
- Be actively involved in matters relating to Occupational Health and Safety and ensure safety standards in the workplace are met.
- Ensure all staff complete all mandatory OH&S training within set timeframes.
- Develop and monitor return-to-work plans for staff on Workcover.
- Ensure safe work practices and environment in accordance with Austin Health policies.
- Ensure that incident management systems are appropriately applied and that a systematic response to local issues and performance improvement occurs.

#### *Key Performance Indicators*

- Achieve the National Safety & Quality Health Service Standards across the Social Work Department at each accreditation cycle.
- Demonstrate that systems and safety non-compliance are monitored and remedial action plans are implemented when required.
- Ensure that, at any given time at least 85% of employees in the department have completed e-learning training on Fire Safety, Aggression Management, Hand Hygiene and Bullying & Harassment.
- Ensure that employees responsible for acting as Fire Wardens complete Fire Warden training every two years and within one month of commencing as Fire Warden.
- Demonstrate that quality, safety and risk are standing items in all operational and management meetings and resultant actions are documented
- Ensure that all new employees on commencement complete any and all orientation and training packages prescribed by Austin Health organisation-wide policies and procedures as well as local policies and procedures.

#### **Research**

- Actively support Departmental research to contribute to the broader evidence-based knowledge of Social Work practice
- Support and contribute to research programs, including supporting translational research and enhancement of evidence based practice
- Contribute to publications of research works and presentations within the local, national and international healthcare community as relevant
- Support and contribute to applications for research funding.

#### *Key Performance Indicators*

- Maintain relevant dashboards on key research indicators; for example, publications, presentations, grants and journal clubs.

#### **Clinical**

- Undertake a clinical caseload as agreed with the Chief Allied Health Officer, service needs and Clinical Specialty.

#### **All Employees:**

- Comply with Austin Health [policies & procedures](#) as amended from time to time
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues, and members of the public. Escalate concerns regarding safety, quality, and risk to the appropriate staff member, if unable to rectify yourself
- Comply with the principals of patient centered care.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

#### **People Management Roles:**

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives.
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs.
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements.

## **Selection Criteria**

#### **Essential Qualifications:**

- Masters Degree in Social Work
- Current eligibility for Australian Association of Social Workers membership

#### **Essential Knowledge and skills:**

- Demonstrated skills in leading and developing a Social Work model for clinical service delivery in a large public health setting.
- Proven leadership capability and a demonstrated commitment to quality, excellence and best practice in health service delivery.
- Operational management experience of a large department, including human resource and financial management.
- Demonstrated ability to clearly identify and articulate priorities with complex problems and generate solutions to achieve goals.
- Demonstrated skills in workforce review/redesign and project management
- High levels of communication and interpersonal skills which promote teamwork and a proven ability to relate effectively to people at all levels in the organisation.
- Demonstrated ability to use clinical, management and financial information systems.
- Demonstrated experience in leading both quality improvement and research initiatives.
- A current understanding of governmental policy, the Victorian public health care system and the broader health care issues that impact on the delivery of Social Work services within Austin Health and the profession.

- Information technology proficiency.

**Desirable but not essential:**

- Demonstrated evidence of research, publications and public presentations.
- Ability to identify opportunities for process redesign and to support/coach staff in the implementation of redesign projects and activities

**General Information**

**Austin Health is a Child Safe Environment**

Austin Health is committed to child safety. We want children to be safe, happy, and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

**Equal Opportunity Employer**

Austin Health is committed to diversity and inclusion in employment and is proud to encourage applications from people of different backgrounds, abilities, ages, genders, gender identities and/or sexual orientations.

Austin Health acknowledges the Traditional Owners of the lands we work on and pay our respects to Elders past and present.

We welcome applications from people with disability and aim to provide an inclusive and accessible workplace. If you need any help with the application process or would like to discuss your reasonable adjustments during interviews, please let us know.

We welcome applications from Aboriginal and Torres Strait Islander Peoples. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#).

**Document Review Agreement**

<b>Manager Signature</b>	
<b>Employee Signature</b>	
<b>Date</b>	

