

Position Description

Position Title: Social Work Workforce Lead

Classification:	Grade 4 Social Worker
Business unit/department:	Allied Health/Social Work
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
	Choose an item.
	Choose an item.
Employment type:	Full-Time or Part-Time
Hours per week:	40 hours (inclusive of ADO entitlement) or 32 hours minimum
Reports to:	Social Work Manager
Direct reports:	Nil
Financial management:	Budget: None
Date:	September 2025

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Workforce Lead will collaborate with the Social Work Manager and Grade 4 Operational Leads to ensure our workforce is skilled, confident and capable for the work they do now and into the future.

The Workforce Lead will, in conjunction with the manager, take a role in department planning and development, strategic planning, quality business planning, policy review and development ensuring that the clinical service is aligned with organisational objectives, professional standards and ethics. They are expected to contribute to and update their professional knowledge and will continue to develop their skills to best meet the needs of their team and patients.

The Workforce Lead will be an expert in teaching and coaching, developing teams, building capacity and role modelling high performing work practice.

This is a key operational role supporting the Social Work Manager in meeting staff needs, informing workforce strategy and delivering evidence-based services.

The Social Work Workforce Lead will:

- Provide expert advice and innovative options for Social Work workforce management (including flexible models, flexible working arrangements, support of part-time workforce etc.)
- Drive the adoption of contemporary professional practice models across the Social Work Department, ensuring that robust systems and processes are in place to maintain the appropriate competency and credentialling of all staff.
- Provide clinical care or clinical secondary consultation to the social work department, as needed.
- Act as daily site Grade 4 Operational Lead, as required.
- Support the recruitment process and management for all social work department appointments.
- Co-ordinate systems for Social Work Professional Practice competencies, staff orientation program, and performance management.
- Work in partnership with the Social Work Grade 4 portfolio leaders to enhance innovation, performance, quality and education.

About the Directorate/Division/Department

The Social Work Department aims to provide services to Austin Health patients and their families/carers which assists in the minimisation of the negative impacts of illness and hospitalisation. We aim to enhance social and emotional functioning through targeted interventions; whilst leading and excelling in research, teaching and the use of person-centred, evidence-based practice.

Supported by a team of senior clinicians, staff have opportunities to participate in activities such as professional supervision and performance review, research, quality improvement activities, undergraduate and/or post-graduate student teaching. Social workers also have opportunities to further develop their skill and knowledge with access to further training (including leadership training, and project skills development training) relevant to their role.

The Social Work Department forms part of the Division of Allied Health, which comprises the following services: Physiotherapy, Social Work, Speech Pathology, Occupational Therapy, Nutrition and Dietetics, Orthotics & Prosthetics, Podiatry, Psychology (General Hospital), Creative and Leisure Services, Tracheostomy Review and Management Service (TRAMS). Spiritual Care, Language Services, Ngarrra Jarra (Aboriginal Health) Program, Disability Liaison Officer Program and Ability@Austin.

The Social Work Department provides services on all three sites of Austin Health, across a wide range of clinical and ambulatory services. Social Work staff are expected to travel across sites as required and adopt a flexible approach to clinical caseload management and the provision of care during periods of planned and unplanned leave.

Position responsibilities

The Grade 4 Workforce lead will be accountable for the development and delivery of workforce planning for the Social Work Department. This role will be pivotal in ensuring that the Social Work Department has the necessary frameworks, systems and processes in place to ensure that our social workers have the capability to deliver a contemporary and evidence-based social work service.

Clinical Expertise

- Champion world-class practice through evidence-based approaches, expert problem solving,



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participation in research and good decision making.

- Drive advancements in patient care through research contributions and collaborative spirit.
- Act as daily site Grade 4 operational lead, on a rotational basis and as required – providing secondary consultations for complex cases.
- Lead policy development, service provision, and service reviews (as indicated) for their clinical area, MDT and service area.
- Demonstrate commitment to and knowledge of the provision of culturally safe and inclusive clinical practice.

Leadership

- Lead a culture of curiosity and self-improvement where learning is encouraged and celebrated.
- Cultivate a positive and respectful team culture promoting engagement, wellbeing and learning.
- Demonstrate respectful and agile leadership of self and others, based on contemporary leadership paradigms.
- Contribute strategic input into departmental strategic planning, education and capability building.

Quality Improvement and Compliance

- Implement innovative initiatives, elevate care standards, and guide the department's strategic direction.
- Lead and facilitate QI projects that support evidence-based practice and align with the Social Work and Allied Health strategic direction.
- Identify, encourage and facilitate opportunities for staff to develop innovative health care models and/or changes to current practice.
- Champion patient safety, quality, and risk management within the Social Work team.

Education

- Support and encourage staff to embrace a culture of continuous learning and development.
- Ensure high-quality patient care and excellent student and staff education through robust supervision practices and best practices in staff management that upholds the department's reputation for outstanding teaching.
- Co-ordinate and participate in the supervision of staff and students (where relevant), fostering a supportive and collaborative learning culture.
- Participate in the strategic education planning of the Social Work Department, ensuring contemporary education and training practices are incorporated into routine practices.

Research

- Contribute to the SW department's culture of research participation and production, driving advancements in patient care through your expertise and collaborative spirit.
- Actively participate in research projects relevant to your clinical area, ensuring your clinical skills inform and are informed by the latest evidence.
- Lead by example and promote scientific inquiry within the department.
- Supervise clinical research students as required.

All Employees

- Comply with Austin Health policies and procedures as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion



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commitments.

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- 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

- Management/supervision of staff within a clinical stream.
- Maintain an understanding of individual responsibility for safety, quality and 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 skills and experience:

- Demonstrated 10-year clinical expertise in a particular field/service area.
- Demonstrated excellence in leadership that develops and supports high performing team behaviours.
- Extensive experience with recruitment and large workforce development.
- Demonstrated ability to undertake professional supervision and promote professional competence of other staff, which also incorporates a history of team leadership.
- High level verbal and written skills, including formal presentation skills. A proven ability to influence stakeholders at all levels of the organisation.
- Demonstrated experience in creating a positive and respectful team culture which fosters staff engagement, wellbeing, and learning.
- Experience working in a public health setting.
- Maintain a valid Working with Children Check.

Desirable but not essential:

- Holds a higher degree or progressing towards higher qualification in a relevant clinical area.
- Experience in the co-ordination or provision of research and clinical trials.
- Demonstrated evidence of research, publication and public presentation.
- Involvement in relevant working parties of special interest groups.



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Professional qualifications and registration requirements

- Approved degree in Social Work and eligible for membership of the AASW (Australian Association of Social Work).

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or



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Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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