 **POSITION DESCRIPTION**

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| **Directorate** | Canberra Health Services |  | **Reporting** **Relationships** |
| **Division** | Office of the Chief Operating Officer |  |  | Director, Integrated Care Program  |  |
| **Business Unit** | Liaison and Navigation Service  |  |  |  |  |
| **Position Number** | 64199 |  |  |  |
| **Position Title** | Social Worker  |  |  | Operational Manager,Patient Navigation |  |
| **Classification** | Health Professional Officer 4 |  |  |  |  |
| **Location**  | CHS |  |  |  |
| **Last Reviewed** |  |  |  | Social Worker HPO4 |  |

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary and community‐based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](https://www.canberrahealthservices.act.gov.au/).

Our **Vision**: creating exceptional health care together

Our **Role**: to be a health service that is trusted by our community

Our **Values**: Reliable, Progressive, Respectful and Kind

# POSITION OVERVIEW

The Paediatric Liaison and Navigation Service (PLaNS) and the Liaison and Navigation Service (LaNS) improve the experiences and health outcomes of people with complex needs through linkage, information sharing, integration of care across primary, secondary, and tertiary services, and coordination across health and community services. These services focus on the provision of the right care, at the right time, at the right place by the most appropriate provider in partnership with the consumer and their care supports.

The services consist of multidisciplinary teams that utilise a case management approach to assist patients and their supports to navigate and coordinate the multiple services required in their care. The services provide and support patient-centred, trauma-informed, strengths-based, integrated, and coordinated care. They work closely with acute and community services, and across health and psychosocial services, to reduce the challenges consumers and their supports face when accessing multiple services, to ensure the highest quality of care.

The Social Worker will take on a key role in the delivery of patient-centred interventions, informed by Social Work theories and frameworks, as well as providing support, consultation, and education to the multi-disciplinary teams on trauma-informed, holistic health care management. The role will work collaboratively with colleagues, consumers, and external agencies to contribute to/guide the delivery of patient services and ongoing co-design of these innovative patient-centred services. The role will undertake social work assessment for interventions/therapies and psychosocial supports from the social work perspective to ensure the facilitation of timely and safe access.

The role will work with consumers and their care supports to provide social work intervention, support, advocacy, and connection with appropriate services. It will champion the role of the PLaNS and LaNS services and actively advocate and educate colleagues and other services about the needs of consumers for holistic psychosocial care and support.

This unique role is an opportunity to build relationships with consumers and their supports, and with diverse acute and community services, to anticipate and reduce the challenges that people with complex chronic health and psychosocial needs, and their supports, can face. It is an opportunity to ensure the highest quality of care, information and support is provided when consumers and their supports need it, so that they can navigate the complexities of their care.

As a member of the Patient Navigation Team, you will remain committed to, and focused on:

* Placing people with complex health needs, and their families, at the centre of their own care,
* Involving the person and their supports in care planning,
* Anticipating and removing barriers to care,
* Assisting consumers and their supports to make durable connections to the services and supports they need,
* Helping to solve problems, coordinate clinical care, and improve the flow of information between the care team and the consumer and their supports,
* Listening to consumers and their supports and acknowledging that they are experts in their own health.

# DUTIES

Under limited direction of the Operational Manager, Patient Navigation Service you will:

1. Provide a high level of skilled social work clinical assessment, psychosocial interventions, and psychoeducation, delivered flexibly across a range of clinical areas and settings, including individual and group work to professionals, consumers, and carers.
2. Exercise independent professional judgment in solving problems and managing cases where principles, procedures and techniques require expansion, adaptation, or modification.
3. Actively contribute, in your area of clinical expertise, to the development and implementation of clinical pathways/protocols for social work-led interventions to assist in reducing acute hospital utilisation and avoidance where practical.
4. Using high-level communication skills and an understanding of the social determinants of health, work and liaise with patients, carers, and external service providers to enhance clinical outcomes and develop partnerships for health promotion to improve continuity of care across hospital, health services, and human supports.
5. Actively contribute to team meetings and the supervision of staff and students, complete clinical and administrative data collection and case records to a consistent high standard, and participate in continuing professional development and performance management.
6. Actively contribute to the implementation of clinical governance activity, quality improvement projects, research programs, and health promotion in areas relevant to service.
7. Practice in accordance with the Australian Association of Social Work code of conduct, practice standards, organisational guidelines, and legislative requirements.
8. Undertake other duties as directed, within the approved scope of clinical practice, ensuring the delivery of high-quality, trauma-informed, person- and family-centred, safe, and best-practice patient care.

# ABOUT YOU

CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as Lesbian, Gay, Bisexual, Transgender, Intersex, or Questioning (LGBTIQ) are particularly encouraged to apply.

**Behavioural Capabilities**

1. Strong organisational skills, including simultaneously managing and prioritising multiple issues, with a high degree of drive.
2. The ability to listen to, connect with, build rapport, and understand the clinical and psychosocial needs of consumers with complex presentations.
3. Adaptability and flexibility to accommodate change and provide responsive services to meet consumers’ needs.
4. An ability to work respectfully in partnership with a range of stakeholders while simultaneously demonstrating leadership.

**Position Requirements/Qualifications:**

Mandatory

* Relevant Social Work qualifications and a minimum of 5 years of experience working professionally in hospital, community or primary health.
* Be registered (or eligible for registration) with the Australian Association of Social Workers (AASW).
* Be registered under the Working with Vulnerable People Act.
* Hold a current Driver’s Licence.
* CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](https://www.health.act.gov.au/digital/dhr#:~:text=The%20Digital%20Health%20Record%20will%20record%20all%20interactions%20between%20a,team%20at%20any%20service%20location.). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates, and contingencies.

Desirable

* Experience working with individuals who experience mental illness/mental disorder and insight into their needs, experiences and outcomes when accessing health services.
* Experience providing or coordinating care across acute, community and/or primary care settings.
* Experience which provides insight into the consumer perspectives of managing complex ongoing healthcare.
* Have an understanding of how the [National Safety and Quality Health Service (NSQHS)](https://www.safetyandquality.gov.au/standards/nsqhs-standards) indicators align with this role.
* Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework,](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0005/1933187/CHS-Exceptional-Healthcare-Framework_V7_DigitalFA.pdf) [Clinical Governance Framework,](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0007/1933189/CHS-Clinical-Governance-Framework_V6_DigitalFA.pdf) [Partnering With Consumers Framework](https://www.canberrahealthservices.act.gov.au/__data/assets/file/0008/1933181/CHS-Partnering-for-Exceptional-Care-Framework_V4_DigitalFA.pdf) and [all other related frameworks.](https://www.canberrahealthservices.act.gov.au/about-us/strategy-and-frameworks)

**Please note prior to commencement successful candidates will be required to:**

* Undergo reference checks.
* Prior to commencing this role, a current registration issued under the [*Working with Vulnerable People (Background Checking) Act 2011*](https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people)is required.
* Comply with CHS credentialing and scope of clinical practice requirements for allied health professionals.
* Comply with Canberra Health Services Occupational Assessment, Screening and Vaccination policy.
* Undergo a pre-employment Police check.

# WHAT YOU REQUIRE

These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience:

1. Demonstrated advanced knowledge, practice, and competence in providing effective and safe clinical care and management to people with complex health care needs. With a demonstrated understanding of the specific challenges they experience when accessing health and community services.
2. Demonstrated high-level interpersonal and communication skills utilising a person-centred approach, with proven ability to work within an interdisciplinary team and develop positive and effective working relationships with patients and families and a broad range of internal and external professional disciplines and stakeholders.
3. Proven critical self-reflection and active participation in professional supervision and ability to provide clinical supervision and leadership to professional staff and students.
4. Proven ability to initiate, embed, evaluate and innovate with quality improvement activities and education through policy review, quality improvement processes, governance, and research to develop evidence-based practice for people with complex healthcare needs.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health, and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS’s values of reliable, progressive, respectful, and kind.

# WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

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| ADMINISTRATIVE | FREQUENCY |
| Telephone use | Frequently |
| General computer use | Frequently |
| Extensive keying/data entry | Frequently |
| Graphical/analytical based | Occasionally |
| Sitting at a desk | Frequently |
| Standing for long periods  | Occasionally |

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| TRAVEL | FREQUENCY |
| Frequent travel – multiple work sites | Occasionally |
| Frequent travel – driving  | Occasionally |

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| PSYCHOSOCIAL DEMANDS  | FREQUENCY |
| Distressed People e.g. Emergency or grief situations | Frequently |
| Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness | Occasionally |
| Unpredictable People e.g. Dementia, mental illness, head injuries | Frequently |
| Restraining e.g. involvement in physical containment of clients/consumers | Never |
| Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide | Frequently |

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| SPECIFIC HAZARDS  | FREQUENCY |
| Working at heights  | Never |
| Exposure to extreme temperatures  | Never |
| Operation of heavy machinery e.g. forklift | Never |
| Confined spaces | Never |
| Excessive noise | Never |
| Low lighting | Never |
| Handling of dangerous goods/equipment e.g. gases; liquids; biological.  | Never |
| Slippery or uneven surfaces | Never |

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| PHYSICAL DEMANDS | FREQUENCY |
| Distance walking (large buildings or inter-building transit) | Frequently |
| Working outdoors  | Occasionally |

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| MANUAL HANDLING  | FREQUENCY |
| Lifting 0 – 9kg | Frequently |
| Lifting 10 – 15kg | Occasionally |
| Lifting 16kg+ | Occasionally |
| Climbing | Never |
| Running | Never |
| Reaching | Occasionally |
| Kneeling | Occasionally |
| Foot and leg movement | Occasionally |
| Hand, arm and grasping movements  | Occasionally |
| Bending/squatting | Occasionally |
| Bend/Lean Forward from Waist/Trunk twisting | Occasionally |
| Push/pull | Occasionally |
| Sequential repetitive movements in a short amount of time | Never |

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