Position Description

Program Lead/Senior Social Worker

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| **Award & grade:** | Community Health Centre Stand Alone Services SACS Multi Enterprise Agreement 2013-2015 |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | 0.6 |  |
| **Reporting to** | General Manager |  |
| **Accountable to** | CEO |  |
| **Tenure** | Ongoing dependent on funding |  |
| **Direct reports** | 4 |  |
| **Location** | Lennox St and other NRCH sites as requested |  |
| **Date issued** | August 2017 |  |

Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

The position will contribute to the achievements of the organisation’s aims and objectives by providing:

## Casework and counselling services to community

## Leadership in continuing to develop quality counselling and casework services which respond to the diverse and changing needs of the local community

## Building strong partnerships with local agencies and funders

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Key Responsibilities

Service Provision

## Provision of casework to clients with complex needs including family violence, intergenerational and cultural family conflict and high prevalence mental health disorders

## Provision of information and referral services as well as generalist support services in addressing the health and welfare needs of clients

* Provision of therapeutic counselling in line with skills and experience
* Development of services to meet the needs of Older CALD community members in the City of Yarra
* Maintain current, comprehensive and accurate client case files, care plans and statistical data as required, ensuring client confidentiality
* Plan, implement and evaluate programs that respond to the needs of NRCH clients
* Provide a secondary consultation service to staff of NRCH and external services to better meet the social work and counselling needs of NRCH client groups

Leadership

• Provide team leadership and co-ordination of counselling and casework team

• Seek out opportunities to increase services to the local community though new funding opportunities and partnerships

• Ensure staff are provided with appropriate levels of clinical supervision and support to undertake their duties safely and within a framework of high quality, client focused services

• Contribute to continuous improvement, quality and organisational goals

• Contribute to, liaise with, and maintain links with various stakeholder, community, clients, sector forums and networks to enhance program effectiveness

* Support and encourage the professional development of staff
* Prepare reports and other relevant service related documentation
* Provide or assist with Student Placements
* Participate in annual Performance Appraisal process

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Key Capabilities

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| --- | --- | --- |
| **Client experience** | **Community relations** | * Seeks to understand clients with complex needs and is flexible in meeting needs. * Advocates around the needs of the clients |
| **New and Different Approaches** | **Accountability** | * Ensures accountability by dealing with performance issues in a formal sense when required. * Creates an environment where people are encouraged to take ownership of their own development and experience growth. |
| **Ethics** | * Observes professional boundaries and standards and assists others with ethical dilemmas |
| **Program Development** | * Contributes to program objectives, develops and implements project plans. |
| **Learning and Development** | * Maintains awareness of own skills and skill needs, actively works to address skills gaps and assists others to identify training needs. |
| **Innovation** | * Supports the use of new technology and develops skills to master new technologies * Generates and shares ideas and encourages others to reflect on activities and develop ideas for innovation and improvement |
| **Working in Partnership** | **Change Management** | * Supports change management and assists others to adapt and adjust to change |
| **Partnerships and Collaboration** | * Builds collaborative working relationships across relevant sectors to support client outcomes |

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Key Selection Criteria

**Essential skills & experience**

**Role Specific competencies**

* Extensive experience in providing social work services in a community setting
* Experience in practicing a range of counselling interventions and working with interpreters in a counselling setting
* Demonstrated experience in managing issues pertaining to Family and Domestic Violence
* Demonstrated experience in provision of secondary consultations to staff with minimal experience in managing issues pertaining to Family and Domestic Violence
* Sound knowledge and understanding of the issues impacting on people from CALD communities, newly arrived and emerging communities including refugees and asylum seekers in particular older members of these communities.

**Essential attributes**

* Knowledge and ability to work on various computer programs including electronic health records
* Excellent written, communication, negotiation, time management and organisational skills

**Qualifications \ Registration requirements**

* Tertiary qualifications in Social Work or related discipline
* Valid Police Check or willingness to undertake
* Working with Children check
* Current Victorian Drivers Licence

Internal Training Requirements

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| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Cultural Competency | 3 months |
| Hand Hygiene | 3 months |
| Child Safety | 3 months |

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Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

* Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
* Employees are expected to conduct themselves in a manner consistent with organisation’s Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
* NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child’s safety. If you believe a child is at immediate risk of abuse contact 000.
* Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
* Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
* Adhere to NRCH infection control policies and procedures.
* Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
* Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
* Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
* NRCHL provides a smoke-free environment, including within vehicles.
* The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

**Wendi Hobbins** | General Manager | wendih@nrch.com.au | (03) 9418 9905