

Position Description

Position Title:	Social Worker Grade 2
Reports to:	Operations Manager HIP Specialist Clinics
Department:	Diabetes Centre
Directorate:	Community Care & Mental Health
Cost centre:	N2452
Code & classification:	Social Worker Grade 2 SC21-SC24
Employment conditions:	Allied Health professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Diabetes Centre aims to maintain, improve and promote the optimal health and wellbeing of people diagnosed with Diabetes Mellitus and who have complications of diabetes. It is responsible for improving client outcomes and reducing hospital readmissions. The program advocates for people with diabetes and is grounded in the principles and practices of a client centered approach to the provision of diabetes self-management education. This position provides for the education and support to the clients and their families by providing assessment, support, education, stabilization, supportive counseling, appropriate referrals and documentation.

The Diabetes Centre operates within the broader Health Independence Programs (HIP) which includes the Hospital Avoidance Programs, Specialist Clinics, Rehabilitation Services and Paediatric Services. The Health Independence Programs aim to facilitate improved health outcomes and enable a better client journey across the care continuum.

This role will enhance the effectiveness, efficiency and excellence of the Diabetes Centre services, while promoting GV Health as a quality regional health service provider.

Using evidence-based practice the Social Worker will provide a comprehensive service to both paediatric and adult clients of the Diabetes Centre. This will include the provision of psychosocial assessments, client advocacy, carer support, education, counselling, referral to other agencies or assisting clients to meet their identified needs. The Social Worker will have a strong focus on continuous improvement, and the ongoing evaluation of the quality and outcomes of social work intervention.

RESPONSIBILITIES AND DUTIES

This position is supported by the Clinical Coordinator of the Diabetes Centre and the Operations Manager of the HIP Specialist Clinics in the area of leadership, management and quality improvement. The role includes but is not limited to;

- Clinic based psychosocial assessments as required to identify client and family goals.
- Provision of client and carer support, education, counselling and advocacy.
- Ensuring clients and carers are referred on to appropriate services to support clients in the community where possible.
- Provision of social work interventions including education and strategies designed to increase participation, minimize distress, preserve function and facilitate independence in valued tasks while maintaining the client in their familiar environment.
- Assessment of clients' mental health including mental state and clinical risk.
- Anxiety/ mental health including relaxation and mindfulness strategies.
- Sleep hygiene.
- Provide social work leadership within the team, and promote an interdisciplinary team environment which is professionally supportive of team members.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

- An approved tertiary qualification in social work with eligibility for membership with the Australian Association of Social Workers.

Essential:

- Sound knowledge of person-centred care and experience in the planning, implementation and evaluation of social work services.
- Experience in the provision of social work services to both adult and paediatric clients with complex health conditions.
- An ability to work collaboratively as an individual practitioner within a multidisciplinary team environment.
- Proven organisational and time management skills with an ability to prioritise and manage a diverse caseload.
- A caring and responsible attitude, with the ability to enable and inspire others.
- Excellent interpersonal, written and verbal communication skills, including computer literacy and the ability to produce well written reports.
- Current driver's license or eligibility for one.

Desirable:

- Knowledge of motivational interviewing/health coaching.

- Knowledge of delivering services to people from diverse backgrounds including culturally and linguistically diverse and Aboriginal and Torres Strait Islander communities
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KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
 - Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
 - Registration is maintained and working within scope of practice.
 - Attendance and active participation at meetings as required.
 - 100% compliance with core competencies and training requirements as outlined in the GV Health Education Framework.
 - Active participation in the Performance and Development review process.
 - Actively participate in quality improvement activities within the Diabetes centre.
 - Participate in team reviews of practice and processes.
 - Ensure that referrals for social work are prioritised and seen within a timely manner.
 - Evaluation of social work service delivery to ensure best practice.
 - Submit required data in a timely manner
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;

- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Health Independence Programs & First Nations Peoples Health

Operations Manager HIP Specialist Clinics

Reviewed by: Angela Burns

Issue Date: April 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)