

# Position Description

<b>Position Title:</b>	Senior Social Worker – Diabetes Centre
<b>Reports to:</b>	Operations Manager HIP Specialist Clinics
<b>Department:</b>	Diabetes Centre
<b>Directorate:</b>	Community Care & Mental Health
<b>Cost centre:</b>	N2452
<b>Code &amp; classification:</b>	Social Worker Grade 3 (SC31 – SC34)
<b>Employment conditions:</b>	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)

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**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).

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## 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.

The Social Work role within the team is a new discipline to the service and as such will require skills and knowledge in service development and evaluation.

The Senior Social Worker, as part of the multidisciplinary team, will also play a key role in service planning and development and quality activities.

Using evidence-based practice the senior 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.

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## 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;

- Establishment of social work service within the diabetes team, including the development of social work processes and referral pathways.
- Provide specialised assessment, care planning, supportive counselling, and review in relation to adult and paediatric clients who have Type 1 or Type 2 Diabetes, including Gestational diabetes with an aim to maximise client's psychosocial outcomes. The senior social worker's primary tasks are:
  - Conduct comprehensive psychosocial assessments to identify client and carer needs utilising a high level of specialised clinical knowledge.
  - Deliver empirically supported individual interventions to clients with Diabetes
  - Assessment of clients' mental health including mental state and clinical risk
  - Referral onto other services as appropriate e.g. psychiatric services, mental health plan via GP or other relevant counselling service
  - Provision of client and carer support, education, counselling and advocacy
- Provide secondary consultation to staff within the Diabetes Centre who are providing care in relation to clients within the program.
- Facilitate interagency liaison tasks that may be required from time to time to ensure best possible treatment is maintained.
- Provide clinical supervision within peer settings to junior staff within the team
- Evaluate clinical practice against research evidence, identifying areas for practice improvement.
- Leads quality or practice improvement initiatives at local team or organisational level.
- Ensure that all practice is within the philosophy, intent and standards prescribed by the relevant allied health professional body clinical and ethical guidelines and that practices are consistent with policies, procedures and evidenced-based research.
- Establish and maintain networks with local, regional and state-wide social workers, especially those practicing in Diabetes services.  
Engage in professional, development activities in order to keep up to date with advances in the field of relevant interventions as well as best practice in the management of Diabetes.
- Demonstrate exemplary treatment of all patients, clients, families, residents, visitors and staff in a courteous and non – discriminatory manner.
- Actively seeks customer feedback on clinical service delivery and leads initiatives to respond to recommendations from feedback.
- Participate in matters and activities relating to occupational health and safety including compliance with relevant legislation, regulations and codes of practice.
- 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.
- Other tasks as directed by the Diabetes Clinical Coordinator

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## 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:

- A minimum of 7 years clinical experience post obtainment of relevant qualifications.
- Advanced clinical skills in the area of psychosocial assessment and intervention.
- Extensive experience in the provision of social work services to clients with complex health conditions.
- Experience in providing clinical service to both adult and paediatric clients.
- Excellent interpersonal and communication skills (written and verbal) and proven ability to liaise, negotiate and communicate with staff and service providers.
- Demonstrated knowledge and experience in the planning, implementation and evaluation of service delivery.
- Demonstrated ability to initiate, plan and sustain both secondary and tertiary level clinical consultations to individuals and treatment teams.
- An ability to work collaboratively as a senior practitioner within a multidisciplinary team environment including experience in the provision of supervision to peer and junior staff
- A caring and responsible attitude, with the ability to enable and inspire others.

### 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 SW are prioritised and seen within a timely manner
- Evaluation of SW 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.

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#### **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.

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**Community Care and Mental Health**

**Operations Manager HIP Specialist Clinics**

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**Reviewed by:**

Angela Burns

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**Issue Date:**

March 2026

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## 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](#)