

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	Social Worker – Older Persons Care Hub (OPCH)/ Commonwealth Home Support Program (CHSP)
Business Unit/Division:	Subacute Services and Hospital Without Walls
Award Agreement:	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2026
Classification:	Grade 2 Social Worker SC21-SC24
Employment Type:	Fixed term contract until 30 June 2027 Part time – 0.8 EFT
Reports to:	Community Therapy Clinical Leaders Associate Director Community Therapy Social Work Sub Acute Clinical Leader Associate Director Social Work & Spiritual Care
Date Prepared/Updated:	21/11/2025

ROLE STATEMENT

General Role Statement:

Under the Strengthening Medicare Initiative, Northern Health is piloting an integrated outreach model to deliver rapid care and support to older persons in the community. The aim of the Older Persons Care Hub (OPCH) is to provide non-admitted specialist geriatric assessments and rapid short-term interventions to older people in their homes who are at high-risk of hospital presentations. The OPCH will serve as a central point for enquiries, care navigation and service coordination across Northern Health's catchment for older adults (over 65 years or over 50 years for Aboriginal and Torres Strait Islander people) living at home.

The OPCH builds on the work from the TEC2 project Ready Steady Home, which is a rapid response short term falls management and prevention program. As one of five OPCH's being piloted in Victoria, this is an exciting opportunity to be a part of the implementation of an innovative model of care and contribute to the trialling of new digital health solutions.

This Social Work role will sit between 2 programs, the OPCH and the Commonwealth Home Support Program (CHSP program). within the OPCH the Social Worker will provide support and consultation to the MDT working within the OPCH as well as working with clients and their families. The Social Worker will provide interventions with the goal of ensuring clients remain safely in the community for as long as possible. The CHSP program is an entry level strategy as part of the aged care system that aims to improve the independence of older people living in the community. The program aims to build on people's individual strengths and ability to help them remain living independently and safely at home. CHSP services at Northern Health include Allied Health and Nursing.

This position will be located primarily at Bundoora Centre and Epping Private Hospital, however at times the incumbent may be asked to work at other Northern Health sites as operationally required. Services will be delivered both via Telehealth, and within the clients' homes.

This position is responsible for:

- Providing services in line with the Older Persons Care Hub (OPCH) scope
- Providing comprehensive psychosocial assessment and Social Work interventions in line with NH policy.

- Working closely with the OPCH/ CHSP team and providing a link with services including VVED, admitting programs/wards and Community Access
- Comprehensive, clinical assessments as per the National Safety and Quality Health Service Standards (NSQHSS) to deliver safe, high-quality care to older populations at high risk of hospital admission.
- Providing patient centred care, actively involving OPCH clients and their carers in decision-making and developing individual care plans and interventions to support living well at home. Professional flexibility to improve service efficiency of the OPCH and maintain knowledge of community support programs and referral processes.
- Timely and safe transitioning of clients from the OPCH to long-term options by linking them with the appropriate services, including My Aged Care.
- Collaboration with General Practitioners, medical specialists, acute, primary and community care to achieve coordinated care.

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Comply with principles of Patient Centred Care.
- Contribute to organisational quality and safety initiatives.
- Comply with Northern Health's commitment to Child Safety
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

Develop, monitor and maintain high practice standards of Service Delivery whilst incorporating the mission and values of Northern Health by:

- Delivering safe, high-quality patient centred care and education at an advanced level, including the monitoring of side effects and compliance treatment as per Northern Health Policies and guidelines.
- Providing consultation for client's presenting with complex care needs across multiple services.
- Demonstrating high level problem solving, in the planning, provision and coordination of patient care.
- Involving the client and their carers in the decision-making process about their healthcare, identifying and addressing barriers to successful self-management.

- Documenting client care in accordance with Northern Health policies and in a timely way for optimal communication to all stakeholders involved in client care.
- Acting as a client advocate, ensuring that the rights of individuals/groups are maintained and an appropriate standard of care is provided.
- Managing client load in accordance with risk management principles and Northern Health priorities.
- Providing a variety of evidence-based modalities of care to meet client needs.
- Demonstrating flexibility in practice to improve the efficient delivery of care in the OPCH.
- Developing collaborative relationships with other service providers and fostering appropriate clinical pathways across the acute, subacute, community and primary care interface.

Strategic and Project Management Leadership:

- Ensures own responsibilities for human resource and payroll data are completed within timelines.
- Ensures all activities comply with Northern Health policies and procedures and contributes to the development and update of policies and procedures as required.
- Actively engages in performance development and self-directed learning and achieves annual performance development goals.
- Undertakes all mandatory training as required.
- Works to build a positive culture within the team.
- Practice within the guidelines for that National Safety and Quality Health Care Standards.
- Contributes to quality improvement through participating in quality activities and projects.
- Undertake role activities in a manner that supports a safe environment, eliminating harm to patients and staff.
- Contribute to strategies to monitor and evaluate the safety and quality of patient care, patient satisfaction and clinical practices and processes through the participation in audits.
- Represents and escalates to the Social Work leadership team any impacts on the roles and responsibilities of the Social Work team

Organisation-Wide Contribution:

- Documentation meets legal, professional and organisational standards, and all patient and staff related records and documents are stored and managed in accordance with Northern Health policy.
- Participates in relevant committees, prepares and submits reports and completes activities as required.
- Records, collates or analyses information and data associated with the service as directed.
- Works directly with the speciality service management to review service models and models of care and to analyse and interpret the needs of the service.
- Utilises lean principles in the management of infrastructure and resources to ensure effective use.
- Observe safe working practices, protecting your own and other's health and safety.
- Utilises RiskMan software for the recording and reporting of all incidents and issues.
- Contributes to patient software safety and quality of care by:
 1. Implementing the Risk Management Policy and Framework within area/s of responsibility and ensure risk management strategies and processes are embedded into work practices.
 2. Promoting a culture of risk awareness and ownership.

Diversity and Inclusion:

- Exhibit customer service behaviours in all interactions with internal and external customers.
- Conducts self in a way that is respectful of others
- Modelling a person-centred, culturally sensitive, ethical approach to care planning and provision.
- Work with consumers to improve the safety and quality of services.
- Support achievement of Northern Health's Cultural Responsiveness Plan.

Innovation and Culture Change:

- Review systems and processes as they relate to activity and implement changes as appropriate
- Participates in ongoing self-development and education
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure
- Facilitate open and effective communication between teams to support strategic priorities
- Model a solution-focused approach to improvement that delivers value to patients and meets organisational needs

SELECTION CRITERIA

Qualifications, Registrations and Qualities:**Essential:**

- Eligibility for membership of the Australian Association of Social Workers (AASW).

Experience:

- Significant experience in undertaking comprehensive psychosocial assessments & interventions.
- Significant experience in practicing patient centred care.
- Demonstrated experience in prioritising and independently managing complex social situations.
- Well established effective verbal and written communication skills.
- Demonstrated ability and commitment to work in a multi-disciplinary team.
- A demonstrated commitment shown to ongoing professional development.
- Dedication and demonstrated involvement to Quality Improvement.
- Experience in education, support and supervision to Grade 1 Social Workers and/or students.
- Experience working with cultural and socioeconomic diversity as well as older clients with increased frailty.
- Knowledge, Skills and Behaviours:
 - Extensive experience in an acute/community healthcare setting
 - Knowledge of the population of the Northern Region
 - Knowledge of legislation relevant to working in a health service
 - Extensive knowledge of relevant community services relative to health social work.
 - Knowledge of processes, legislation and community services related to Child Protection, Family Violence, VCAT, Aged Care, NDIS, Elder Abuse, Homelessness and Mental Health
 - Skilled at safety planning and managing risk, especially for survivors of Family Violence
 - Skilled at completing comprehensive psycho social assessments & interventions
 - Skilled communicator with peers, leaders and multi-disciplinary team
 - Competent computer skills particularly in word processing and internet use and the ability to learn dedicated software
 - Demonstrated negotiation and conflict resolution skills
 - Well-developed interpersonal and advocacy skills
 - Demonstrated ability to reflect on feedback and make adaptations to practice

- Ability to respond to direction and adapt to change
- Ability to work independently, seeking out consultations appropriately
- Demonstrated ability to meet clinical targets, manage workload efficiently and establish priorities.
- Full knowledge and application of the National Safety and Quality Health Service Standards.
- Demonstrated skills and knowledge providing services to patients from CALD, Aboriginal and Torres Strait Islander population, refugee and marginalised backgrounds.

Employee Declaration

I have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: