

## 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

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<b>Position Title:</b>	Senior Social Worker Grade 4
<b>Business Unit/Division:</b>	Ward 7 – Women’s Mental Health Unit
<b>Award Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
<b>Classification:</b>	Senior Social Worker Grade 4 HR25
<b>Employment Type:</b>	Part time, Ongoing
<b>Reports to:</b>	Ward 7 Program Manager Clinical Governance – Allied Health Director
<b>Date Prepared/Updated:</b>	May 2026

## ROLE STATEMENT

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### General Role Statement:

This Social Worker Grade 4 role is based on Ward 7, Northern Health’s Women’s Mental Health Unit, a specialist inpatient service providing recovery focused, trauma informed care to female consumers aged between 18- 64, who require acute support to progress in their mental health recovery.

As part of the multidisciplinary team, the Social Worker will provide high-quality professional social work services, including psychosocial assessment, accommodation referrals and assistance, income and Centrelink support, social casework, discharge planning, family and carer engagement, and community liaison. The role contributes specialist social work knowledge to the assessment and acute treatment of women experiencing mental health concerns, while developing advanced skills in trauma-informed practice, risk assessment, and interventions tailored to the needs of women and their families. As a senior Social Worker, the Grade 4 is also expected to provide guidance and support to Social Worker Grade 2 and 3 staff.

The Social Worker Grade 4 role is a key member of the multidisciplinary team and Ward 7 leadership team providing leadership and promoting consumer-centred, recovery-oriented care grounded in evidence-based practice. The role also upholds and advances the delivery of social work services that are responsive to the specific needs of women, their families and carers, and the broader Women’s Mental Health Unit model of care.

### The Social Worker Grade 4 will be responsible for:

- Promotes Family Inclusive Practice within the team as a key responsibility.
- Promotes and monitors the teams adherence to relevant Northern Health policies including Identifying and responding to vulnerable and at risk children and families; Working with families and carers procedure, Child Visiting IPU; is nominated as Protecting Vulnerable Children contact person for NPU.
- Co-ordinates and oversees delegation of work across the social work team
- Provides psychosocial assessments, integrated casework service and other social work interventions, including: income support liaison, accommodation placement, application for Guardianship and Administration orders, NDIS applications, discharge planning, counselling, support and information provision regarding resources and services, to consumers, their families or carers.
- Provides professional supervision and support to social work staff and students

- Work collaboratively with other members of the multidisciplinary team, to provide social work interventions, to consumers and their families and/or carers.
- Provide specialist consultation, assessment and evidence-based social work interventions to support improved outcomes for consumers and carers, particularly in areas such as trauma, family violence, parenting, social disadvantage and system navigation.
- Maintain accurate written and electronic documentation and records of progress of consumers, interventions and services provided to consumers, their families/carers.
- Participate in and contribute to generic/social work practised based and service orientated research, evaluation and audits as required.
- Actively participates in Ward and service level quality improvement initiatives.
- Foster positive relationships with all stakeholders.
- Work collaboratively with Non-Government organisations, GP's, NDIS, private psychiatrists and others in the provision of quality care for clients.
- Active participation in managerial and discipline specific supervision.
- Attend and participate in team meetings including those with a managerial, discipline and/or clinical focus.

**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](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- 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

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**Leadership:**

As a Grade 4 Social Worker, you will be responsible for mentoring, guiding and supporting Grade 3 and entry level Social Workers that form part of the service team, and serve as a point of escalation should they have any concerns or queries. You will be supported by the established Senior Social Work Leadership team.

You will consult with the multidisciplinary team and directly with consumers to support them in a wide variety of areas, including but not limited to: housing, family violence concerns, accommodation issues, Centrelink payments and advocacy for the consumer's rights and wellbeing.

**Strategic and Project Management Leadership:**

As a key part of the Social Work team, you will be responsible for contributing to projects that are based at a local level, as well as considering and applying your skills towards the greater Northern Health Strategic vision towards fostering a workplace that inhibits the values of Safe, Kind, Together

**Organisation-Wide Contribution:**

There are many opportunities to contribute towards events, quality improvement projects and research available within Northern Health as an organisation, and within the Mental Health Division. You are encouraged to seek what interests you, and would benefit our consumers. We welcome initiative and new ideas to improve outcomes for those using our service.

**Diversity and Inclusion:**

All are welcome at Northern Health and we celebrate and advocate for diversity and inclusion in all its forms. As a member of the Social Work Leadership team you will be expected to contribute towards a positive workplace culture that encourages people to feel included, feel supported, and able to grow and achieve their best at work.

**Innovation and Culture Change:**

Northern Health Mental Health Units are grounded in a culture that is consumer-focussed, recovery oriented, and trauma informed. You are encouraged to take notice of positive points, but also gaps within our service, and we welcome innovative ideas that will improve clinical care, or operational effectiveness.

## SELECTION CRITERIA

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**Qualifications, Registrations and Qualities:**

- Comply with all legal requirements pertaining to the position including responsibility for maintaining current registration as required by your professional organisation or other applicable Acts.
- An Approved degree in Social Work and eligibility for membership of the Australian Association of Social Workers
- 7 years of relevant senior experience
- Proven ability to plan, implement and evaluate social work intervention for consumers in the acute phase of mental illness.
- Demonstrated ability to provide advanced social work practice, including individual, family, group work and community liaison to consumers with complex mental health and psychosocial problems, their families and carers, incorporating a broad range of the theoretical knowledge and perspectives, in particular to, an integrated Recovery based treatment model.
- Demonstrated expertise in supporting staff in sensitively responding to the needs of consumers who have experienced sexual abuse, elder abuse or family violence.

- Demonstrated expertise in knowledge of issues associated with mental illness, and awareness of the impact of these on dependent children, family and carers.
- Proven ability to liaise and consult with a broad range of health professionals, community agencies and organisations.
- Highly developed organisational, interpersonal, written and verbal communication skills including competent use of relevant information technology and electronic patient records
- A sound working knowledge of, and commitment to, working with consumers, family and carers from a range of cultural backgrounds, and to provide gender sensitive services.
- Ability to function effectively as part of a multidisciplinary team.
- Ability to supervise social workers and social work/allied health assistants.
- Sound knowledge of the Mental Health Act and other of relevant legislation, such as the Guardianship and Administration Act, Children Youth and Families Act, and other policies and strategic directions relevant to mental health
- Ability and willingness to provide regular clinical fieldwork placements to social work students as required.
- Demonstrated commitment to, and evidence of actively seeking ongoing professional development
- Sound organisational skills and demonstrated capacity for using initiative and problem solving.
- A current Victorian driver's license.

**Desirable:**

- Postgraduate/advanced qualifications in social work, family therapy, or other relevant fields.
- Knowledge and skills utilising single session family consultation model within an acute inpatient setting.
- Ability to speak a community language.

Employee Declaration

I  have read, understood and accept the above Position Description.  
(Please print name)

Signature:  Date: