

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 Work Grade 2 Medical Inpatients Epping
Business Unit/Division:	Allied Health
Award Agreement:	ALLIED HEALTH PROFESSIONALS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2026
Classification:	Grade 2 Social Worker, SC21 – SC24
Employment Type:	Full time Permanent, Available 7 September 2026
Reports to:	Social Work Senior Clinicians Social Work Clinical Leaders Associate Director Social Work & Spiritual Care
Date Prepared/Updated:	17 August 2026

ROLE STATEMENT

General Role Statement:

The Grade 2 Social Worker will be accountable for providing quality patient care through the application of competent clinical skills in assessment and the implementation of a variety of suitable interventions. The Grade 2 Social Worker will work closely with the Grade 1 Women's and Children's Social Worker and the multi-disciplinary team on the Women's and Children's inpatient units at the Northern Hospital.

The role requires the successful applicant to engage with and work efficiently with patients, family/carers, multidisciplinary staff and external providers to develop and implement safe discharge plans for patients. The successful candidate will provide psycho-social assessment, risk assessment and trauma informed clinical intervention for women, children and their parents on these inpatient settings. They will also work closely with the Ante-Natal Social Workers, as well as the Grade 1 Rotational Social Worker in the same area. In addition to these clinical responsibilities, the successful applicant will respond to other non-clinical responsibilities such as supporting and orientating the Grade 1 Rotating Social Worker and Social Work students to the work area, providing education to staff, innovation and quality improvement, participating in relevant meetings and contributing as a member of the Social Work team. Work will be done in-person on the ward.

The Social Worker will be responsible for practicing at an Intermediate Practice Level in accordance with the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework.

Staff may also be required to rotate to other campuses and rotate into other grade-appropriate discipline positions, as directed by Associate Director Allied Health.

This position is responsible for:

- Responding to referrals to Social Work
- Participating in Quality Improvement activities
- Completing all data sets
- Supervising Gr 1 Social Workers and Social Work students
- Contributing to Social Work initiatives

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

Leadership

- Provides leadership and support to Grade 1, which promotes a safe environment, managing harm to patients and staff
- Actively engages in the wider multidisciplinary team, promoting teamwork and respect
- Provides clinically informed supervision to Social Work students and Grade 1 staff
- Actively participates in assigned portfolios, working groups, planning sessions, committees, etc.
- Demonstrates leadership and role modelling on a day-to-day basis within the Social Work team and broader health environment.

Strategic and Project Management Leadership

- Participates in strategic initiatives across Northern Health
- Engages consumers in service improvement activities as per the NH Partnering with consumers' plan
- Represents and escalates to the Social Work leadership team any impacts on the roles and responsibilities of the Social Work team
- Leads quality improvement activities
- Mentors project work to others in the team

Organisation-Wide Contribution

- Supports the achievement of accreditation under the National Safety and Quality Health Care Standards
- Takes an interest in organisation-wide initiatives and capability improvement for issues and topics within Allied Health scope and competence
- Participates in local and organisational wide education, activities, initiatives
- Motivates others to be involved in the above

Diversity and Inclusion

- Conducts self in a way that is respectful of others
- Supports achievement of Northern Health's Cultural Responsiveness Plan
- An understanding of intersectionality and the ability to apply an intersectional lens to clinical practice.
- In collaboration with other staff, initiate and support training and events that promote diversity, inclusion and gender equity

Innovation and Culture Change

- Actively engages in organisational change and transformation processes
- Promotes a culture of person-centred care
- Respectfully responds to feedback from others
- Enable empowering environments where employees and colleagues can be themselves, raise concerns and innovate without fear of failure
- Displays an innovative mind-set

SELECTION CRITERIA

**Qualifications, Registrations and Qualities:
Essential**

- Eligibility for membership of Australian Association of Social Workers (AASW).
- 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 and being fully vaccinated against Covid-19. 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.

Desirable

- Post Graduate qualification in relevant area of practice.

Experience:

- Significant experience in undertaking comprehensive psychosocial assessments, risk assessments & interventions with adults, young people and children.
- Demonstrated commitment to practicing trauma informed care
- Demonstrated experience in prioritising and independently managing complex social situations
- Experience working with family violence victim survivors and completing MARAM risk assessments and risk management plans.
- Experience of working with men, as partners or fathers of a patient.
- 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 and innovation.
- Experience in education, support and supervision to Grade 1 Social Workers and/or students.
- Experience working with the cultural and socioeconomic diversity of our community.

Knowledge, Skills and Behaviours:

- Knowledge of the population of the Northern Region
- Knowledge of legislation relevant to working in a health service, as well as related to working with Women and Children.
- Extensive knowledge of relevant community services relevant to health social work.
- Knowledge of processes, legislation and community services related to Child Protection, Family Violence, VCAT, NDIS, Homelessness and Mental Health
- Knowledge of the Family Violence Legal Reforms including; the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes (FVISS/CISS).
- Skilled at completing comprehensive psychosocial assessments, interventions and safety plans in person with adults, young people and children.
- Concise and timely documentation that meets Social Work documentation standards.
- Knowledge and skills in grief and bereavement interventions
- Skilled at developing relationships and communicating with peers, multi-disciplinary team, leaders and executive staff via telephone, email, and in person.
- Innovative thinking and development of improvement in the Women's and Children's area.
- 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.

Employee Declaration

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

(Please print name)

Signature: Date: