



POSITION DESCRIPTION

SOCIAL WORKER, NDIS & CHRONIC DISEASE (L1)

PURPOSE OF POSITION

The Social Worker will provide NDIS funded services to eligible Participants including practical support and or therapy and or group programs.

The position supports the strategic objectives of Hunter Primary Care (HPC) by supporting CCSS clients and or NDIS participants to access the right services, to assist them to maintain and or improve function and work towards optimal health and well-being opportunities.

REPORTS TO

- Clinical Team Leader

DIRECT REPORTS

- Nil

SCOPE OF PRACTICE

- Must operate within the scope and delegation of all Hunter Primary Care policies and procedures and demonstrate the values and uphold ethical responsibilities guided by AASW practice standards and code of ethics.
- Social Workers must be Trademark accredited with the Australian Association of Social Workers (AASW), and meet the requirements for ongoing education in accordance with accreditation requirements
- The Social Worker will be expected to provide advice and apply knowledge/theory relevant to their professional background and training within the designated boundaries identified by the Team Leader and within the scope of their position description, specific qualifications and professional expertise. Through assessment (including ongoing risk assessment) and coordination the Social Worker will engage with clients/participants to understand their needs, and or NDIS goals including their relationship with significant others and the wider community to ensure they are linked with appropriate services and providers. Such practice is undertaken within an individual's area and level of expertise and with due regard to ethical, legal, and profession-prescribed standards.

KEY RESPONSIBILITIES

- Participate in service provision.
- Receive and action incoming referrals in accordance with the referral management procedures, including recording all client / participant contacts and supports ensuring up to date and comprehensive records / progress notes are maintained;
- Maintain accurate data collection within the client management software to inform outcomes of the role;

- Attend home visits and complete necessary health alert and other risk assessments as per policy and procedures;
- Participate in program development and implementation
- Promote HPC programs to suitable clients, GPs, general practice staff and other health service providers.
- Manage a case load of clients who may present with increasing complexity, multiple co-morbidities and/or disabilities/ functional limitations across multiple areas of their life.
- Utilise a strengths-based, client centred approach to support clients to identify their goals and utilise a capacity building approach towards achievement and long term sustainability of these goals.
- Understand the principles and philosophy of NDIS as an insurance-based model.
- Provide information and skills and capacity building training to clients, their families and support workers from other agencies as needed in order to achieve NDIS, health and or client goals.
- Liaise with and provide therapy and progress reports to relevant stakeholders such as but not limited to NDIS, GPs, Support Coordinators, external organisations and other referrers/funding bodies as required.
- Provide accurate and timely documentation and communication which meet the needs of HPC, the funder/insurer, referrers and/or client's needs.
- Adhere to the National Disability Insurance Scheme (NDIS), HPC policies and procedures guidelines and other relevant governing body.
- Maintain effective, collaborative relationships with key stakeholders that result in effective interactions, minimal service delivery issues and appropriate referral and client management. Key stakeholders include, but are not limited to:
 - Clients and their families, carers and or guardians
 - NDIS and NDIS providers
 - Relevant therapy providers
- Respond to all enquiries from clients and other stakeholders in a timely and helpful manner.
- Use the most appropriate methods of communication with clients and other stakeholders that supports their goals: for example face to face, off-site, home visits, telephone, email, video link etc.
- Utilise peer support within the team for client clinical support including Clinical Lead/

SERVICE LEVEL

- Provide individualised clinical practical support to clients and their families/carers in accordance with the client's goals and plan to increase client capacity to independently manage,
- Research service providers to gain understanding of services available to clients and what they offer.
- Maintain a comprehensive register of service providers including their capacity to provide services to clients with different needs/challenges.
- Present service provider information and options to clients and their families/carers to enable them to make informed choices.
- Assist clients to:
 - connect with health, clinical and community-based support services understand funding flexibility
 - reach decisions regarding services
 - reach agreement with providers
 - commence service and support new arrangements to optimise outcomes
 - link with providers
 - address barriers to participation
 - resolve service delivery issues, and

- connect with and provide relevant documents and updates to their regular GP, to ensure clinical and social information is maintained for whole person centred care
- Create and update individualised case files in accordance with HPC procedures
- Record all client contact within agreed timeframes and standards
- Work towards achievement of the program objectives and deliverables as determined by HPC

SELF-MANAGEMENT

- Behaviour is consistent with the HPC values and Code of Conduct
- Actions are in accordance with HPC policies and procedures and within the scope of the incumbent's expertise and role
- Decisions are made in accordance with the HPC Board Delegation of Authority policy, program guidelines and organisational values.

PROFESSIONAL DEVELOPMENT

- Develop professional skills and knowledge through involvement in ongoing professional development activities and professional development planning.
- Participate in organisational development including building relationships with key stakeholders, participating in meetings, providing input and feedback for policy.
- Understand best practice support services.
- Actively participate in Supervisions, performance feedback and reviews.
- Participate in team and organisational meetings and activities to gain and maintain a sound understanding.

WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons;
- Comply so far as is reasonably able, with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety;
- Identify potential WHS risks, and contribute to plans to eliminate or minimise all risks.

POSITION CLASSIFICATION

This position is classified as an Allied Health Professional Level 1 position in accordance with the Hunter Primary Care Agreement 2021.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Bachelor degree in Social Work
- Member of the Australian Association of Social Workers with Trademark accreditation.
- Willingness to work with clients who experience complex health and disability, their family and community members and service providers to identify solutions;
- Have an understanding of person centred practice;
- Willingness to network and develop effective working relationships including with external service providers and internal stakeholders;

- Experience in all Microsoft Office programs including Word, Excel, Outlook, data base navigation and data entry;
- Ability to work autonomously, use initiative and works well in a team;
- Professional communication manner in dealing with members of the public;
- Self-motivated, flexible, empathic, responsible and reliable.

DESIRABLE CRITERIA

- Experience working with adults, older adults and working with people experiencing chronic disease, disability who experience socio economic barriers to optimal health and wellbeing support service access
- understanding and experience working with Aboriginal or Torres Strait Islander people and communities;
Knowledge of, and experience working with Hunter-based services within the Health and Social Services sectors;

SPECIAL CONDITIONS

- National Police Check
- NSW Working with Children Check
- NDIS Worker Screening Check
- Member of the Australian Association of Social Workers and Trademark accreditation

ACCEPTANCE OF POSITION

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

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Signature

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Print Name

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Date

Position Approved by: Claudine Ford, General Manager, NDIS & Chronic Disease, December 2024