



## POSITION DESCRIPTION

<b>Position Title</b>	Medical Social Worker
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### PURPOSE OF THE POSITION

The Medical Social Worker will support the team of healthcare and wellbeing workers and use their expertise to provide personalized support to patients of every age. They will assist with the management of complex client care by providing quality service to Nurses, General Practitioners and Psychologists, Case Workers and assisting patients with the management of their related health needs which is not limited to Centrelink assessments, housing applications, court reports, etc. The Medical Social Worker will also assist clients with lifestyle changes and providing resources to encourage emotional growth and stability.

### KEY RESPONSIBILITIES & DUTIES

- Conduct Psychosocial assessments on each client in need of greater supports considering their unique condition, combining data from medical diagnoses, personal interviews and professional knowledge to establish accurate picture of overall mental and emotional health
- Develop comprehensive plans to help patients adjust to medical diagnoses, including recommending support groups and lifestyle changes, and helping patients transition into and from personal healthcare management
- Provide necessary support for each patient according to health status, personal strengths and weaknesses, emotional state and additional factors
- Research local support groups and other resources to determine which ones are right for individual patients, taking into account eligibility requirements and treatment methodologies
- Evaluate services and resources provided to patients to determine effectiveness, and modify treatment plan and recommendations as necessary
- Follow up with patients to determine current state of mental and emotional health, provide required support and create relevant recommendations for changes to lifestyle and diet
- Maintain current knowledge of local resources and relevant medical research to provide best possible recommendation to patients
- Assist clients to complete client forms and relevant paperwork, including referrals, CTG and client registration forms.
- Assist in developing and delivering health education and training programs with particular focus on promoting good health.
- Maintain up to date training and professional development and registration with AASW to ensure the delivery of high quality, culturally safe health care in accordance with National guidelines and best practice
- Collect, collate and co-ordinate health statistics and other information that is useful in improving Aboriginal health and well-being and appropriate program development
- Represent SCMSAC with regard to health issues on relevant committees, working groups and community groups as directed
- Liaise with other work peers, government and non-government organisations doing similar work and ensure their participation in local, regional, state and Commonwealth education, preventative and support campaigns as directed

- Knowledge and commitment to the principals of and practices of WHS and EEO and how these apply in the workplace
- Comply with all SCMSAC Policies and Procedures
- Other duties as reasonably directed by the CEO or delegate

## KEY PERFORMANCE AREAS

- Service Delivery
- Client/Patient Assessment and Care
- Stakeholder Engagement and Collaboration
- Continuous Quality Improvement, Risk Management and WHS

## KEY COMPETENCIES

### Qualifications, Knowledge and Experience

#### Essential

- Registration or eligibility for registration with AASW.
- Bachelor's degree in social work, plus minimum 1 year of clinical work experience
- Experience in a clinical setting
- Excellent communication skills, including ability to explain medical concepts to patients in understandable language
- Demonstrated compassion in sensitive situations, including working with terminal patients
- Ability to communicate with medical staff on intervention and treatment within a multidisciplinary team
- Compassionate demeanor with patients of all ages and conditions
- Strong organizational and time-management skills
- An ability to work with local Aboriginal Communities and relevant Government and Non-Government organisations.
- Clear Working with Children Check, Working with Vulnerable People Registration and National Police History Check
- Current NSW Drivers Licence

#### Desirable

- Aboriginality
- 2 years recent experience in a similar role

## PERSONAL QUALITIES AND ATTRIBUTES

- Punctual and reliable
- Effective conflict resolution skills, negotiation, mediation and decision making skills
- Demonstrates flexibility and initiative in the workplace in response to changing service requirements

## RELATIONSHIPS

With	Purpose
CEO	The CEO may make day-to-day requests for support and information from the Medical Social Worker.
Health Services Manager	The Manager is the first point of contact for the overall direction of work, and provides support to the Medical Social Worker.
Health Services Team Leader	The Medical Social Worker may receive guidance and direction from the Health Services Team Leader.
Managers, Team Leaders and Employees	The Medical Social Worker will also develop and maintain effective working relationships with Managers, Team Leaders and Employees to collaborate on matters, exchange information and provide advice and feedback.
Clients	The Medical Social Worker will develop professional relationships with SCMSAC clients in order to provide them with high quality clinical care.
External Stakeholders	The Medical Social Worker will develop and maintain strong links with external stakeholders including but not limited to funding bodies, government departments, service providers and Aboriginal communities in the Shoalhaven region.

## EMPLOYEE'S ACKNOWLEDGEMENT AND ACCEPTANCE OF POSITION DESCRIPTION

I have read and confirm my understanding of the above position description that will apply to my employment with South Coast Medical Service Aboriginal Corporation.

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Employee signature

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Date

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Signed and approved on behalf of SCMSAC

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Date