

POSITION DESCRIPTION

Position Title:	Social Worker & Case Manager
Department:	Social Work Service (Allied Health) Case Management Service (Allied Health)
Location:	Brain Injury Unit, Royal Rehab Ryde, NSW

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category A
Online Driving Record Check required:	No
NDIS Worker Screening Check required:	No

Position Purpose:
<ul style="list-style-type: none"> To provide a high quality, evidence-based Social Work clinical service and Rehab Case Management to Clients admitted to the Brain Injury Unit (BIU). This includes counselling to assist clients and their family/carers to deal with the emotional impact of injury, illness and disability. To undertake case planning, liaison, advocacy and referral to maximise access to appropriate community services. Discharge planning is an essential element of this role. Liaise with multi-disciplinary team colleagues to optimise client care. Contribute to the ongoing development of the Social Work and Case Management services Comply with Royal Rehab, Case Management and Social Work policies and procedures Undertake other duties as required by Brain Injury Unit Clinical Operational Manager (COM), Case Management Professional Leader or Social Work Professional Leader. For example provide relief Rehab Case Management Services for BICRT clients.

Organisation Context:
This position will work together with the other L3 Social Worker/ Case Managers in BIU within the BIU multidisciplinary team.

Organisational Relationships:	
Reports to:	Clinical Operation Manager (COM), BIU and Social Work Professional Leader
Responsible for:	Students as directed

Performance Review & Development Planning:
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Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

Qualifications, Skills & Experience:

Essential

- Tertiary qualifications in Social Work, eligibility for membership of the Australian Association of Social Workers and commitment to the AASW Code of Ethics
- Extensive experience and clinical skills - assessment, counselling, advocacy, referral to community services and discharge planning in a health/rehabilitation setting
- Knowledge of NSW compulsory third party, iCare (also known as LTCS and workers compensation schemes) including scheme specific documentation and reports
- Experience with the NDIS and its implications for discharge planning
- Minimum 3 years experience working in a health setting with adults with a physical or cognitive disability
- Demonstrated competence in communication skills – written and verbal, negotiation, conflict resolution
- Sound time management skills and demonstrated ability to set priorities and complete tasks
- Demonstrated commitment to participation in supervision and professional development
- Computer skills and demonstrated competency
- Understanding of quality improvement processes and their implementation
- Current NSW unrestricted C Drivers licence
- Knowledge of Case Management Standards

Desirable

- Experience in providing support and supervision to staff or students
- Can demonstrate 3 years of relevant professional background to the case management of people with catastrophic injury
- Experience in brain injury rehabilitation and/or case management of clients with disabilities in the community

Key Internal & External Relationships:

Internal	BIU Clinical Operation Manager, Social Work Professional Leader, Medical Director and multi-disciplinary team colleagues in BIU and BICRT, staff of the Social Work & Case Management Services, staff of Royal Rehab
External	ACAT, Centrelink, Housing NSW, NDIS, iCare, Lifetime Care and Support Co-ordinators, government and non-government organisations providing community services, Brain Injury Association of NSW, Carers NSW, Social Workers in Brain Injury Interest Group, Universities with schools of Social Work, Australian Association of Social Workers

Delegations/Authority

Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy

Key Responsibility Areas

Key Area of Accountability	Specific Tasks and Responsibilities
<p>Provide excellent Social Work and Rehab Case Management service to clients at Royal Rehab</p>	<p>Clinical Role</p> <ul style="list-style-type: none"> • In consultation with the client, their family/carers and colleagues in the multi-disciplinary team, develop, document and implement an appropriate client rehabilitation plan comprising therapy interventions, case management and a discharge plan. This includes completing documentation to meet compensable client reporting requirements. • Provide therapeutic counselling addressing emotional, psychological and social issues precipitated by onset of disability to meet client and family/carer goals identified. • Refer clients and family/carers to appropriate community support services such as financial, health, housing, legal and personal care services. • Participate in and/or chair meetings as required including BIU Case/Clinical Conference, Family Conferences. • Develop groups including client information/education programs as per unit policy and procedures to facilitate client and family/carer adjustment to disability and promote community access and participation. • Maintain appropriate records of client intervention in accordance with Royal Rehab policies and Australian Association of Social Workers (AASW) Standards including timely documentation. • Orientate client and family to the BIRS including providing client with a copy of the Client Information Folder, and education on BIRS program including case conference, treatment team meetings, the treating team, goal setting etc • Commence Discharge Planning at initial case conference and actively encourage discharge planning discussions amongst the team. • Make relevant referrals to ongoing services prior to discharge and ensure all discharge reports are forwarded to these services. • Develop and maintain knowledge of relevant rehabilitation/disability issues, generalist and disability specific community and consumer services/agencies. • Liaise with the network of community services, agencies and health professional disability groups to utilise and enhance service capacity to meet client needs. • Identify service gaps/delays within the community sector and inform unit/service management and Social Work and Case Management Professional Leaders of these. • Apply professional knowledge and judgement when required in solving problems and managing cases where principle, procedures, techniques and methods require expansion, adaptation or modification and when performing novel, complex or critical tasks specific to Social Work. • To assist the Clinical Operations Managers of inpatient and BICRT to coordinate Rehab Case Management services within BIRS including intake caseloads, administrative and departmental maintenance activities, and professional development. • Assist with completing of the LTCS SIAF and Application Form as required. <p>Key Performance Indicators</p> <ul style="list-style-type: none"> • <i>100% clients have initial Social Work / Case Management contact (either phone or face to face session) within 48 hrs of admission</i> • <i>100% documentation in client's medical records as per Royal Rehab policies</i>

	<ul style="list-style-type: none"> • <i>Content of plans to be clear, concise and adequately reflect the client's progress and goals</i> • <i>To proactively assist clients to be as independent as possible with self-management</i> • <i>To be responsive and proactive when communicating with LTCS Coordinators</i> • <i>To be up to date with all LTCS expectations and requirements of Approved Case Managers</i> • <i>All LTCS Plans and Requests are submitted to LTCS no later than three weeks prior to due date except in extenuating circumstances and where agreed upon by LTCS coordinator</i> • <i>Process towards self-management to be discussed with client and, if appropriate, support network</i> • <i>CM to appropriately delegate responsibilities to support networks including ACWs</i> • <i>Respond to all feedback from LTCS via email</i> • <i>To contact relevant LTCS Coordinators on a 2 weekly basis regarding participant to update on progress and discharge plans or at frequency otherwise negotiated where appropriate</i>
<p>Ensures Social Work & Case Management cover is provided to unit/service clientele</p> <p>Meets administrative responsibilities as per Royal Rehab policies and professional standards</p>	<ul style="list-style-type: none"> • Attend BIU Clinical Conferences, or provide handover on relevant clinical issues if unable to attend • Maintain monthly statistics as per the Royal Rehab requirements. • Abide by the Legislative, AASW Code of Ethics, AASW Practice Standards for Social Workers, Royal Rehab policies including Royal Rehab's Code of Conduct and BIU/Social Work & Case Management procedures • Undertake other Social Work & Case Management duties as delegated and/or assist with Social Work & Case Management duties in other Royal Rehab Units if required as directed by the BIU COM or Social Work Professional Leader. <p>Key Performance Indicators</p> <ul style="list-style-type: none"> • <i>100% clients who require services receive such service</i> • <i>Social Work & Case Manager representation at Case Conferences</i> • <i>100% completion of monthly statistics on Client Management System (CMS) by 1st working day after end of each month</i>
<p>Participates in supervision and provides supervision to Social Work colleagues and students</p>	<ul style="list-style-type: none"> • Supervise or co-supervise Social Work students <p>Key Performance Indicators</p> <ul style="list-style-type: none"> • <i>Full time Social Work staff supervise at least one Social Work student every year</i>
<p>Person Centeredness: Rehabilitation is planned and delivered in collaboration with the client incorporating their preferences, goals, and priorities.</p>	<ul style="list-style-type: none"> • Understand and respect each client's perspectives and cultural diversity • Develop rehabilitation goals, interventions, and activities in collaboration with the client and/or family that reflect client goals and preferences. <p>Key Performance Indicators</p> <ul style="list-style-type: none"> • <i>Positive client feedback</i> • <i>Documented evidence of client inclusion in decision making; and that clients' personal goals and priorities have been used as a foundation for therapy and planning.</i>

<p>Undertakes professional development to enhance capacity to provide clinical services to clientele</p>	<ul style="list-style-type: none"> • Participate in clinical supervision as per Royal Rehab's Clinical Supervision Policy and an annual performance appraisal as per Royal Rehab Performance Development Program organised by the Social Work Professional Leader. • Participate in Social Work Service meetings and Journal Clubs, minute and chair meetings and conduct Social Work Service projects as required. • Attend all mandatory Royal Rehab staff training and other professional development as directed by the BIU Clinical Operation Manager and Social Work Professional Leader. • Remain up to date on issues relevant to Social Work and Case Management practice and demonstrate understanding of evidence based practice in a rehabilitation setting. • May conduct inservices for unit/service and other Royal Rehab Health professionals, external agencies following consultation with Social Work Professional Leader and /or BIU Clinical Operation Manager. <p>Key Performance Indicators</p> <ul style="list-style-type: none"> • 100% completion of performance appraisal • 80% attendance at Social Work Meetings and Journal Club annually • 100% attendance at annual mandatory training
<p>Demonstrate and maintain an understanding and commitment to quality improvement including participating in Royal Rehab's National Safety and Quality Health Service Standards accreditation process.</p>	<p>Utilise extensive specialist knowledge within Social Work and Case Management by:</p> <ul style="list-style-type: none"> • Identifying opportunities for improvement in clinical practice in BIU, develop and lead quality improvement activities. • Contribute to planning, implementation, evaluating and reporting on services within BIU, Social Work and Case Management service. • Develop and lead ongoing quality improvement activities with BIRS colleagues and research in collaboration with Social Work Service, Case Management Service and/or BIRS including initiating projects as required after receiving approval from BIU COM/ Social Work Professional Leader/BIRS UMT <p>Key Performance Indicators</p> <p><i>Either Membership of National Safety and Quality Health Service Standards (NSQHS) committee or Unit/service Business Plan Working Party</i></p>
<p>Participate in the development and implementation of policies, procedures, standards and practices within the unit/service and the Social Work & Case Management Service.</p>	<ul style="list-style-type: none"> • Participate in development of Royal Rehab strategic and service planning forums as required by the BIU COM and Social Work Professional Leader • Identify client and carer needs and/or service gaps/delays within the community sector in collaboration with multi-disciplinary team colleagues and Social Work Leader, then participate in developing strategies to overcome them and/or recommending how Royal Rehab can best respond to these.
<p>Synergistic Effort Staff work collaboratively with clients, families, friends, volunteers, and other staff to maximize therapeutic effectiveness and rehabilitation outcomes</p>	<ul style="list-style-type: none"> • Participate in joint assessment, planning, interventions and evaluation of care that eradicates duplication of effort and respects the work and clinical judgement of other team members and health professionals • Provide education, supervision and hand-over to junior staff including Rehabilitation Assistants; families and volunteers, as warranted by the client rehabilitation programs • Participate in program coordination meetings, case conferences and family meetings

	<ul style="list-style-type: none"> To participate in the development and implementation of the Brain Injury Rehabilitation Service objectives and business plan To promote case management within Brain Injury Rehabilitation unit To meet regularly with the Professional Leader of Social Work and other case Managers as arranged with the Social Worker Professional Leader to share information and assist in the implementation and development of services and policies within the Case Management Service Liaise with other medical, paramedical and community agencies regarding client intervention and matters affecting the Case Management service <p>Key Performance Indicators</p> <ul style="list-style-type: none"> <i>Documented evidence of collaboration</i> <i>Evidence of proactive and authentic facilitation of involvement of families and volunteers in client rehabilitation</i> <i>Evidence of participation and/or contribution to case conferences and meetings</i> <i>Documented evidence of training</i> <i>Documented evidence of education</i>
Goal Directed Clinical Processes: All clinical processes are linked to the client's and organisation's goals	<ul style="list-style-type: none"> Plan and implement rehabilitation programs, activities and interventions that are consistent with the organisation achieving its clinical and financial KPIs, such as performance indicators from AROC and in contracts with health fund. <p>Performance Indicators</p> <ul style="list-style-type: none"> <i>Compliance with clinical pathway timeframes</i> <i>Documented evidence of the setting of client centred short term rehabilitation goals that are achievable within the allocated LOS parameters</i>

GENERAL RESPONSIBILITIES	
Work Health and Safety	
<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> Ensure that all potential hazards, accidents and incidents are identified and notified Ensure your own safety and that of others 	
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab it is your responsibility to:</p> <ul style="list-style-type: none"> Deal with others in a fair and equitable manner free from harassment and discrimination Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required Abide by the principles of the Multiculturalism Act 2000 	

- Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility

Code of Conduct

Royal Rehab requires a professional standard of behaviour from staff which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains public confidence and trust in the work of the Centre

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

Safety & Continuous Quality Improvement

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine with all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation
Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling
Smoke Free Policy
Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre
Royal Rehab Policies and Procedures
It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following: <ul style="list-style-type: none"> • Manual Handling • Confidentiality of Patient Information • Infection Control • Security • Fire Safety • Emergency Procedures • IT and Internet Utilisation

Job Demands Checklist

Frequency Definitions	
O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more then 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery	✓				
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting		✓			
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about		✓			
Driving	Tasks involve operating any motor powered vehicle	✓				
Sitting	Tasks involve remaining in a seated position during task performance			✓		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	✓				
Walking/running	Tasks involve walking or running on even surfaces	✓				
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes					✓
	Tasks involve walking down steep slopes					✓
	Tasks involve walking whilst pushing/pulling objects					✓

Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	✓				
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					✓
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands					✓
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking	✓				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands			✓		
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing			✓		
Sensory Demands						
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations			✓		
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance		✓			
Psychological Demands						
	Tasks involve interacting with distressed people			✓		
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited		✓			
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals						
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances	✓				
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light	✓				
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight	✓				
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room					✓
Confined spaces	Tasks involve working in confined spaces					✓
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling	✓				

Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents	✓				
Machinery	Tasks involve use of machinery and equipment:	✓				
	1) Light	✓				
	2) Heavy	✓				
	3) Portable	✓				
Biological hazards	Tasks involve working with blood, blood products/body fluids					✓
Other Issues						
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment					✓
Safety critical issues	Tasks involve responsibility for safety of others					✓

Document Control (Hiring Manager use only)	
Effective Date: 18 th March 2024	Authorised By: Annie Molejona Clinical Operations Manager Brain Injury Unit

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

 Name

 Signature

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 Date