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**POSITION DESCRIPTION**

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**TITLE: SOCIAL WORKER**

**DIVISION: COMMUNITY SERVICES**

**APPROVED BY: EXECUTIVE MANAGER, CLIENT SERVICES**

**DATE: APRIL 2024**

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**MAIN PURPOSE**

The Social Worker is responsible for providing high quality case management services to people who are blind or vision impaired.

The Social Worker will be primarily responsible for the case coordination of people who are blind or vision impaired and will provide services including advocacy, counselling, education, support programs, assessments, and referrals.

The aim of the services delivered by the Social Worker are to enhance the wellbeing of people who are blind or vision impaired, including addressing issues of social isolation and supporting their independence within their community.

In conjunction with the Service Partners Team Manager, the Social Worker will establish and maintain positive and productive relationships with internal and external stakeholders to ensure the effective delivery of services to See Differently clients.

**Key Responsibilities**

* Provide targeted individual casework to people who are blind or vision impaired.
* Provide short term counselling services and where necessary refer clients to appropriate providers.
* Advocate to assist clients to manage their situations and take charge of their circumstances.
* Complete associated tasks of statistical recording and ensure client data is maintained in a confidential manner.
* Develop an accessible resource file directing clients to various support agencies locally, that can connect people who are blind, or vision impaired with available community resources.
* Develop and implement individualised goal/support plans, that are holistic, practical, and outcomes-driven ensuring alignment with their aspirations, abilities, and vision-related goals.
* Continuously evaluate the effectiveness of interventions and support services through ongoing monitoring and feedback from clients, adjusting plans as needed to optimize outcomes and promote client satisfaction.
* Stay abreast of developments in vision impairment research, assistive technologies, and best practices in counselling and social work, participating in professional development activities to enhance knowledge and skills in supporting vision-impaired individuals effectively.
* Participate in appropriate community networking meetings as required.
* Follow-up with clients and agencies as appropriate to document use/success of referral.
* Apply a high level of professional judgement and knowledge to provide a wide range of social work/counselling services to adults who are blind or vision impaired.
* Develop and maintain effective working relationships with relevant service providers and community groups and implement plans, in conjunction with the Service Partners Team Manager for program growth.
* Working in collaboration with the Service Partners Team Manager, ensure that activities and programs operate within budget and in accordance with Program deliverables.
* Support the Service Partners Team Manager through the provision of client and service feedback in a timely manner.
* Ensure the provision of services is consistent with values of appropriate, needs based service delivery.
* In collaboration with the Service Partners Team Manager, assist with the development and implementation of the See Differently strategic and operational plans.
* Ensure strong knowledge of all See Differently services and maintain awareness of all See Differently activities and events, campaigns, and promotions.
* Ensure clients receive accurate, consistent, responsive, and timely information and assistance by taking ownership of the relationship with the client, to ensure their needs are identified and met. This includes the provision of assessments by other members of See Differently’s specialists service team, scheduled to the individual needs of the client.
* Identify client complaints/concerns in an appropriate and timely manner and report to the Service Partners Team Manager and in accordance with See Differently’s complaints policy requirements; and
* Support the Service Partners Team Manager in the delivery of high quality and timely services to maintain the credibility and reputation of See Differently and assist in identifying business and service opportunities.

**Competencies**

Ability to:

* Contribute to the implementation and achievement of See Differently Client Services business and operational plans and objectives.
* Develop and maintain effective networks with stakeholders and clients and display confidence when dealing with others.
* Communicate effectively with staff and clients, including listening skills.
* Display confidence when dealing with others, along with well-developed written and verbal communication skills.
* Set priorities, plan workload, meet deadlines and achieve the objectives of your targets; and
* Demonstrate commitment to See Differently’s values along with the ability to encourage and grow the culture of the organisation through See Differently’s commitment to people who are blind or vision impaired.

**Clinical Governance**

The workforce comprises all personnel who are employed or contracted, including health practitioners, staff who provide clinical support and staff who have an indirect role in providing support to clients. This includes responsibilities to:

* Prioritise the provision of safe, quality support and services to clients every time.
* Provide support and services in accordance with evidence-based policies, procedures, protocols, and standards.
* Engage in ongoing learning, development and quarterly goal setting to develop and maintain skills and competence to be able to perform roles and responsibilities for clinical quality and safety.
* Speak up and raise concerns, including reporting incidents and risks relating to clinical quality and safety.
* Work to improve the quality and safety of clinical support, participate in improvement activities, and contribute to a culture of respect, safety, transparency, accountability, teamwork, and collaboration.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
* Ensure that you are aware of, understand and operate in accordance with See Differently’s Human Resource (HR) policies and procedures, including (but not limited to), See Differently Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of See Differently quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of See Differently and the Privacy Act when accessing client details.
* Undertake other duties as required by your Executive Manager.

**Work Health and Safety**

* Ensure you are aware of and comply with all work, health, and safety policies of the organisation relevant to your role.
* Report hazards in the workplace to your manager / coordinator and to make recommendations to management on how to reduce the level of risk.
* Avoiding adversely affecting your own health, safety and welfare or the health, safety, and welfare of any other person through any act or omission at work, or by the consumption of alcohol or drugs.
* Making proper use of available safety procedures, safety devices and personal protective equipment.
* Obey any reasonable instruction from your manager / coordinator aimed at protecting your health and safety whilst at work and carry out your roles and responsibilities as detailed in the relevant health and safety policies and procedures.
* Report all incidents and near misses to your manager / coordinator as soon as possible after the event, either in person or by telephone before submitting an incident report.

**PERSON SPECIFICATION**

**Essential Skills Criteria**

* Tertiary qualifications in Social Work and the ability to register with A.A.S.W.
* Experience in the provision of case management services.
* Working knowledge of the local Aged Care and Disability Community Sector.
* Understanding of vision impairment and empathy for people who are blind or vision impaired.
* Strong commitment to principles of enhancing independence and client empowerment, choice, and control.
* Proven commitment to maintaining professional skills and knowledge.
* Well-developed customer relations skills and a commitment to providing quality service and implementing continuous improvement.
* Ability to effectively resolve conflict and difficult situations.
* Sensitivity to the needs of ageing persons, persons with a disability and of different social and cultural backgrounds.
* Ability to produce clear, timely and concise documentation.
* Ability to maintain confidentiality.
* Possess a proven high-level knowledge of professional Social Work theory skills and practice.
* Knowledge of relevant disability legislation, duty of care and access rights.
* Ability to effectively manage dynamic workloads, plan, work and establish priorities effectively.
* Ability to collaborate with multiple stakeholders, including health professionals, case managers, family members, carers, and other internal service providers.
* Demonstrated effective and appropriate communication skills in all mediums to a wide range of stakeholders.
* An ability to deal with people of all ages and gender, and in particular, understanding of the issues involved when working with elderly people.
* Excellent interpersonal and communication skills.
* Good organisational, planning, and prioritising skills, including the ability to work both independently and under direction.
* Excellent problem-solving skills and ability to work systematically to resolve issues.
* Ability to work as part of a team.
* Good computer skills, in particular word processing and database programs.
* A current SA Driver’s Licence; and
* A current satisfactory National Police Clearance.

**Desirable Criteria**

* Previous experience in Disability, Aged or Community Services sectors.
* Experience working with people from culturally and linguistically diverse backgrounds; and
* Experience working with people who are blind or vision impaired.

**Professional Development**

* A willingness and capacity to become better equipped to perform job responsibilities by transferring new knowledge and skills gained through training to the workplace; and
* Ensuring the successful completion of individual training and development activities to update knowledge and skills relating to policy, system, procedure, product, and service requirements inherent in current duties.

**SPECIAL CONDITIONS**

Occasional country travel and after-hours work will be required.

**KEY PERFORMANCE INDICATORS**

* Services are successfully delivered and matched to client needs.
* Clients, carers, and families are well informed of internal and external services available.
* Services to clients are being delivered as per their Individual Service Plan.
* Internal and external networks are established and maintained.
* Contribute to the development and delivery of services as directed by the Southern Coordinator; and
* Full compliance in recording all information relating to client records.

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**