

Position Description

| POSITION DETAILS | | | |
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| Position Title | Social Worker | | |
| Reports to | Multi-Site Residential Aged Care Manager | | |
| Business Function | Residential Services | Contract Term | ARRCS 2023 Enterprise Agreement |
| Direct Reports | 0 | Classification | Aged Care Employee – Direct Care Level 7+ |
| Indirect Reports | 0 | Location | Alice Springs |

| REPORTING RELATIONSHIPS | |
|----------------------------|---|
| Internal Key Relationships | Consumers / residents within our care and their families/relatives/guardians. Residential facility care providers Site Manager and Operational Team Members and Front-Line staff. Clinical Governance & Education. |
| External Key Relationships | General Practitioners / Allied Health Professionals. Government Agencies, Hospital and other Health and Community Support Services. |

| OUR ORGANISATION |
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| ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care, Childcare, Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work. |

| OUR COMPANY VALUES | | | | |
|--|--|---|--|--|
| Compassion | Respect | Justice | Working Together | Leading Through Learning |
| Through our understanding and empathy for others, we bring holistic care, hope and inspiration | We accept and honor diversity, uniqueness and the contribution of others | We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society | We value and appreciate the richness of individual contributors, partnerships, and teamwork. | Our culture encourages innovation and supports learning. |

| PURPOSE |
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| ARRCS Social Worker plays a vital role in the delivery of person-centered care for the residents and their families within our three aged care facilities in Alice Springs. This role will see you assessing and understanding the clinical history and cultural background of our residents to develop and provide tailored interventions and services that will ensure our residents social, emotional and cultural needs are met whilst ensuring their dignity, autonomy and self-determination is respected. |

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KEY RESPONSIBILITIES

Service Delivery

- Determine the requirements of our residents by interviewing and assessing their psychological, emotional, cultural, and social well-being needs.
- Establishes a course of action by exploring options and setting individual goals for our residents and where applicable, in consultation with their families/guardians and local support networks.
- Establish local relationships and coordinate assistance for our residents by referring to local community resources, arranging for and if required, attend appointments and establishing rapport with other agencies.
- Fosters action by interpreting attitudes and patterns of behaviour from residents and their carer's and using up to date knowledge, explanations and suggesting new options.
- Using the ARRCs Client Management System, maintain records and develop comprehensive social care plans based on the individual's situation, needs and ensures actions are taken.
- Monitors our residents' planned actions by periodic follow-up and review.
- Follow applicable policies and procedures, participate in quality reviews and reporting processes.
- Complies with federal, state, and local legal requirements by maintaining current knowledge of existing and new legislation, enforcing adherence to requirements and advising management on needed actions.
- Maintains client confidence and protects operations by keeping information confidential.
- Other duties as directed by the Multi-Site Residential Manager

Reporting, Administration and Documentation

- High level of computer administration skills including (where relevant) the management of Health care related databases (Leecare/Riskman/TellTouch).
- Maintain regular meeting schedules with Multi-Site Residential Manager, Multi-Site Operations Manager and Clinical Care Staff

Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCs policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCs and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings.
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure.
- Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCs equipment and supplies.

Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.

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- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- Undergraduate or Post-Graduate qualifications in Social Work, Psychology or similar discipline.
- Registered with the AASW (Australian Association of Social Worker).

Experience

- Previous experience working as a qualified Social Worker, with preference within an Aged Care or geriatric environment.
- Ability to assess and develop social care plans to address the needs of our residents.
- Strong stakeholder management skills and ability to build strong and lasting relationships with external allied health providers, Government and NGO's and community-based organisations.
- Strong time management skills and ability to problem solve and meet deadlines with minimal supervision.
- Familiarization or willingness to learn Aged Care legislation to utilise and refer support and advocacy for our residents.
- Ability to work with and relate to elderly clients.
- Previous experience working with and cultural knowledge of First Nations Australians.
- Advanced computer skills including the use of Microsoft Office Suite and Quality Management Systems (CMS)
- Advanced reporting and document keeping skills.

Mandatory Requirements

- NDIS Worker Screening.
- Current year Influenza Vaccination.
- National Police Check – Dated within 3 months.

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as

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directed by your manager or the ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.