

# Social Worker

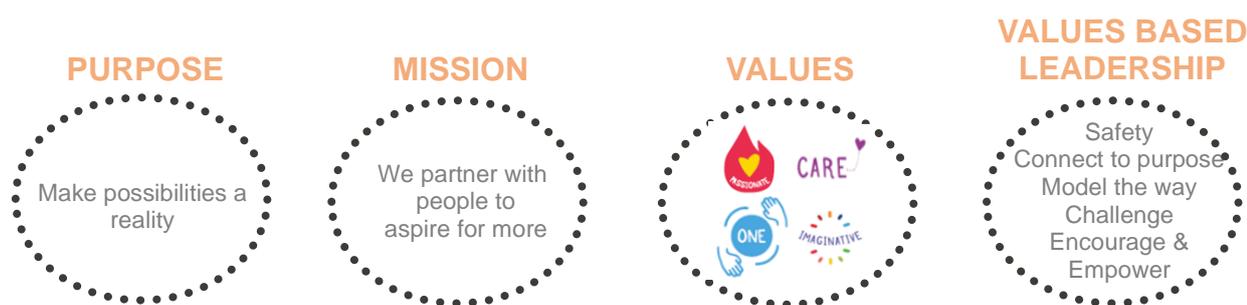
## Success Profile

<b>Your division</b>	People and Culture
<b>Your team</b>	Customer Safeguarding Team
<b>You report to</b>	Customer Safeguarding Manager

### PURPOSE OF YOUR ROLE

The purpose of this role is to deliver professional Social Work clinical services that support genuine and comprehensive customer participation in their employment, learning, social, home and community environments. You will work in a team environment, as a member of the Customer Safeguarding Team, providing advice and support to our internal stakeholders. Your work will ensure the social, emotional, cultural, and environmental circumstances of the customer and/or their carer are valued and reflect professional and ethical excellence.

### ORGANISATIONAL PROFILE



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Demonstrate safety leadership in every action and decision, recognising good safety practice and acting to improve safety where necessary.</li> <li>• Work collaboratively with colleagues and business leaders to ensure a safe working environment for our people and customers, fostering a culture of continuous improvement and no blame.</li> <li>• Promote wellness by contributing and helping to build resilience within the team.</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>• Ensure that a person's human rights are at the heart of all we do.</li> <li>• Work within an evidence-based model for complex case management.</li> <li>• Demonstrate effective stakeholder engagement and influencing skills to effectively and efficiently deliver customer safety focused initiatives.</li> <li>• Ensure an interdisciplinary/multidisciplinary team approach to providing high quality, person-centred support that will facilitate customer lead outcomes.</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>• Demonstrate values-based leadership and role model Endeavour Foundation behaviours at all times</li> <li>• Contribute to a performance focused culture of success and inspire a sense of purpose throughout the team.</li> <li>• Provide support to the team to grow and develop their confidence and skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate commitment to partnership with people to aspire for more and make possibilities a reality for people with disability.</li> <li>• Collaborate with peers and leaders to deliver the best outcomes for our customers.</li> <li>• Seek out regular feedback from Service Delivery team and staff and use customer insights to drive decision making and prioritise actions and activities.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Deliver social work clinical services in accordance within the Australian Association of Social Workers (AASW) Code of Ethics, AASW professional practice and Organisational Practice Guidelines in meeting customer's needs.</li> <li>• Work within an agreed referral pathway for access to social work support.</li> <li>• Align social work practice in accordance with the Endeavour Quality and Safeguarding Frameworks and NDIS Safeguarding Framework.</li> <li>• Use evidence-based practice for clinical decisions and actively maintain professional skill development.</li> <li>• Support the ongoing development, and implementation of processes to reduce preventable customer harm and the improvement in customer outcomes and experience</li> <li>• Advocate contemporary best practice, policies, and processes to manage incident investigations and customer safeguarding by identifying the contributing factors and root causes of 'customer harm' to plan and progress improvements to service delivery.</li> <li>• Actively participate in the ongoing development and implementation of processes to reduce preventable customer harm and the improvement in customer outcomes and experience.</li> <li>• Participates in regular professional supervision in order to develop skills and to reflect on practices for improvement purposes.</li> <li>• Undertake other responsibilities as required and directed by the Customer Safeguarding Manager.</li> </ul>

## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to provide clinical consultation and expert advice on complex matters to customers, their families, and stakeholders.</li> <li>• Proven ability to use evidence-based practice for clinical decisions.</li> <li>• Demonstrates support for the human rights of all clients and their families in accordance with the principles of Person Centred/Family Centred practice.</li> <li>• Ability to work cooperatively within a multidisciplinary team/s by effectively integrating the social work perspective with other discipline perspectives to affect optimal psychosocial care, especially for customers.</li> <li>• Ability to work within contemporary models of social work practice.</li> <li>• Demonstrated ability to be resilient, flexible, and proactive.</li> <li>• Demonstrates critical thinking and problem-solving skills to successfully identify key risks with a solution-based focus.</li> </ul>
<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Work.</li> <li>• Evidence of membership of the Australian Association of Social Workers (AASW).</li> <li>• Advanced practice skills (high quality assessments and interventions).</li> <li>• Highly skilled in critical thinking and problem-solving.</li> <li>• Excellent written and verbal communication skills, to ensure clear and concise information is developed and presented.</li> <li>• Demonstrates high level competence in computer applications, i.e., Microsoft Suite of programs relevant to the role to ensure work is completed in a professional, accurate and timely manner.</li> </ul>



**EXPERIENCE**

- Minimum of five (5) years demonstrated post graduate experience.
- Demonstrated experience in social work practices required for working with customers with various disabilities (e.g., individual casework; family work; teamwork; networking; community work; group work and advocacy; counselling and communication).

