



North Metropolitan Health Service
Job Description Form

HSS Registered April 2018

Welfare Officer

Health Salaried Officers Agreement: Level G3/4

Position Number: 001017

Social Work Department

Sir Charles Gairdner Hospital

Reporting Relationships

Head of Department
HSO Level P5
Position Number: 001005



Manager, Social Work
HSO Level P3
Position Number: 001006



This Position



Also reporting to this supervisor:

- Various Social Workers P1 and P2 levels

Directly reporting to this position:

Title	Classification	FTE
-------	----------------	-----

Other positions under control

- Nil

Prime Function / Key Responsibilities

Assesses, prioritises and delivers patient welfare services to allocated work areas. Liaises with government and other service providers to provide necessary assistance. Works in conjunction with a multidisciplinary team in providing a comprehensive social welfare service for patients.

Brief Summary of Duties

1. Patient Care and Support

- 1.1 Assesses and prioritises patient's welfare needs and undertakes appropriate interventions. Refers to other disciplines and/or agencies in conjunction with Social Work staff as required.
- 1.2 Provides information, assistance and support to patients' families and/or carers as required.
- 1.3 Provides advice on eligibility for Centrelink and other benefit entitlements.
- 1.4 Liaises with Government departments, community agencies and employers and advocates on behalf of patients as required.
- 1.5 Provides financial counselling referral information and advocacy assistance to patients and assists patients to access external agencies for support and legal assistance where appropriate.
- 1.6 Educates patients and disseminates information regarding existing community supports and entitlements and promotes access to relevant services.
- 1.7 Assists patients to access emergency welfare support.
- 1.8 Provides advice on and/or in conjunction with Social Worker to access suitable care and accommodation options (hostels/nursing homes or other facilities) and provides information, advice and linkages regarding other accommodation options.
- 1.9 Arranges essential transport and/or escort patients as required.
- 1.10 Undertakes practical tasks on behalf of patients such as considered necessary.

2. Clinical Administrative Support

- 2.1 Maintains confidential medical records and maintains relevant statistics as required.
- 2.2 Participates in multidisciplinary case conferences and team and other meetings and assists with discharge planning as required.
- 2.3 Attends Centrelink and other relevant agency briefing sessions and advises Social Work staff on welfare requirements/implications.
- 2.4 Maintains links and liaises with relevant agencies and service providers to inform of welfare matters affecting patients and families.
- 2.5 Participates in and contributes to welfare policy and procedures development and review.

3 Education / Research / Other

- 3.1 Participates in approved quality and research projects and education programmes.
- 3.2 Participates in continuing professional development, performance management, supervision and training and maintains an up-to-date knowledge of welfare entitlements, issues and trends.
- 3.3 Supervises welfare students as required in liaison with approved schools and supervisor and contributes to orientation of departmental staff and students.

4 NMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Participates in an annual performance development review.
- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 4.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

5 Undertakes other duties as directed.

Work Related Requirements

Essential Selection Criteria

1. Qualification in Welfare Studies or other equivalent relevant qualification and/or eligibility for membership of the Australian Institute of Welfare and Community Workers (AIWCW).
2. Demonstrated ability to provide a welfare service including the provision of access to income support services and welfare resources.
3. Well-developed interpersonal, verbal and written communication skills.
4. Demonstrated ability to work effectively in a multidisciplinary team.
5. Effective analytical, planning, organisational and time management skills.

Desirable Selection Criteria

1. Experience in providing a welfare service in a hospital or health related setting.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.


Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor	Dept./Division Head	Position Occupant
Name:	Name: Mary Joyce (he04321)	Name:
Signature/HE:	Signature: 	Signature:
Date:	Date: 26 April 2018	Date:

Created on:

Last updated on: 27/04/2018

Registered by HSS HE98077