

POSITION	COVID Aged Care Outreach Social Worker	STATUS	Part time 0.7FTE Fixed term
REPORTS TO	Clinical and Program Lead Elder Services	LOCATION	Mornington Peninsula Region
VISION AND STRATEGIC GOALS			
<p>Better Place Australia has a vision of “<i>An Australia where all people experience positive relationships, truly value each and live safer, more confident lives</i>”. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.</p>			
PURPOSE OF ROLE			
<p>The COVID-19 pandemic has had enormous impacts on the community, with older Australian’s being identified as particularly vulnerable to COVID-19 and therefore disproportionately impacted by physical and social distancing measures, losses of support from family, friends and service provision and the impacts of social isolation and loneliness. As a result of these physical distancing measures and closures of many services available, or disruptions to service provision, many older Australian’s reported heightened rates of anxiety and poor mental wellbeing.</p> <p>To address these impacts the Commonwealth Government has provided funding in 2020-21 through the South Eastern Primary Health Network (SEMPHN) to provide mental health services for older people residing either in the community or in Residential Aged Care Facilities (RACF) in the Mornington Peninsula region of Melbourne. The COVID-19 Mental Health Services for Older Adults will aim to connect with older people who at risk of, or have, mental health issues and are experiencing social isolation and/or loneliness, to support their mental and physical health and wellbeing, and support coordinated connects to local supports, networks and services.</p> <p>The objectives of the role are:</p> <ul style="list-style-type: none"> - connecting older people to appropriate supports, - re-establishing previous supports that may have been disrupted by COVID-19 (including Carer’s over 65) - Provision of psychological therapies to improve the mental health and wellbeing of older adults where other psychological services are not available - Work holistically with the family/friends/carers to provide psychoeducation on the wellbeing of the older person <p>This role will actively work alongside current Better Place Australia programs within the RACF Psychological Services Program and the Elder Abuse Prevention Service, and utilise existing networks available in the region, as well as building on new relationships and networks.</p>			
WORK PERFORMED			
<p>Direct Client Service</p> <ul style="list-style-type: none"> • Determine client eligibility for service delivery • Provide a comprehensive evidence-based assessment (including risk assessment), clinical intervention, psychoeducation and case coordination • Enabling of early intervention and provision of short term psychological evidence-based therapies to older clients where appropriate 			

- Provision of case coordination enabling connections and/or reconnections to appropriate services, supports and social networks
- Provision of education to friends/family/carers regarding the wellbeing of the older person
- Coordinate all activities of the service including undertaking outcome measurement for clients
- Coordination of all referrals to other services within Better Place Australia
- Liaise with referring agencies and/or health professionals (e.g. Medical Practitioner/GPs) regarding assessment, treatment and progress
- Create referral pathways between Better Place Australia and referring agencies
- Provide services to clients by Video (telehealth) , phone or face to face. Provision of treatment by way of individual sessions;

Community Liaison and Networking

- Establish and maintain contact with relevant community service organisations, departments, and individuals as appropriate
- Establish relationships with staff in Residential Aged Care Facilities
- Establish relationships with relevant Aged Mental Health staff and other key stakeholders
- Respond ethically, efficiently, creatively, and in a timely fashion to developments in the delivery of therapeutic services for older people
- Work in a consultative manner with Indigenous and Migrant / Multicultural Organisations as required to ensure that service provision is implemented in a culturally appropriate manner
- Participate in promotional activities and community education components of the project

Program Responsibilities

- Promote teamwork through the sharing of skills and knowledge
- Work collaboratively with the RACF Psychological Services team and the Elder Abuse Prevention Service
- Participate in staff activities including but not limited to staff meetings, staff development, on-going training activities and case conferences
- Participate regularly in, and be committed to a process of clinical supervision and performance development
- Be willing to engage in reflective practice, particularly focused on work within the organisation and demonstrate integrity and honesty in giving / receiving feedback to maintain quality professional practice
- Maintain consistent performance in client record-keeping (including case notes and administrative processes)
- Participate in the annual staff appraisal process
- Maintain knowledge of, and adherence to, the policies and procedures governing practices within the organisation

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards
- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements
- Ensure Better Place Australia's services follow applicable funding contracts, including reporting requirements

Other:

<ul style="list-style-type: none"> • Other duties as assigned, and which are consistent with the position • Ensure compliance with Better Place Australia’s code of conduct and related organisational policy material • Contribute to a culture of health and safety • Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable
REQUIRED QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE
<ul style="list-style-type: none"> • Demonstrated commitment to child safety and evidence of active involvement in child safety related activities and initiatives • Tertiary Qualification in Psychology and either general registration with the Australian Health Practitioner Regulatory Agency (AHPRA) or registered as a Mental Health Social Worker or other equivalent registration as a Mental Health Practitioner • Extensive experience in community settings and/or hospital settings undertaking high level client assessment, care planning and coordination • Advanced problem-solving skills • Experience working in Aged Care and a sound understanding of the Aged Care Sector • Advanced level of comprehensive assessment and care coordination beyond the scope of discipline specific practice • High level knowledge of complex care options and services available to the aged and ability to refer to appropriate services and agencies including community and health services • Demonstrated experience in working within a multi-disciplinary team • Willingness to build a client base from local referral agents and to represent our service at local networking opportunities • Experience in aged Mental Health is highly desirable
PERSONAL COMPETENCY REQUIREMENTS
<ul style="list-style-type: none"> • Excellent written and verbal communication skills • The ability to think creatively and develop innovative and ethical responses to situations as they arise • Highly developed interpersonal skills • The ability to rapidly develop rapport with clients • Realistic reflective self- assessment / appraisal skills (including self-identification of areas of development) are essential • Demonstrated experience in working collaboratively with a multi-disciplinary team • Highly proficient in the use of IT systems such as the Microsoft Office suite, Zoom and Microsoft Teams, and client record management systems.
RISK SCREENING
<ul style="list-style-type: none"> • Current Victorian driver’s license and access to own transport • Current satisfactory National Police check clearance • Working with Children Check clearance • Evidence of current influenza vaccination
KEY RELATIONSHIPS / INTERACTIONS

Internal

- Elder Program and Clinical Leads
- RACF Psychological Services team
- Elder Abuse Prevention Service team
- Executive Manager: Community Support Services
- Administration Coordinators and operational staff
- Other relevant internal stakeholders

External

- Residential Care Facilities (RACFs)
- General Practitioners
- Community service providers
- Aged Mental Health providers
- Clients and their family members
- Funding body

GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.