### SOCIAL WORK ASSISTANT

#### 003 Social Work Assistant

**Primary Objectives**

Contribute to patient care by undertaking support tasks delegated under the direct or indirect supervision of a social worker

**Duties**

- Refer to and liaise with social workers, other health care providers within the immediate team, patients and carers
- Provide a defined range of screening assessments as delegated by a social worker or social work team
- Under direction of social workers perform tasks including (but not limited to):
  - Assist patients and their families with completion of forms and paperwork
  - Assist patients and their families access hospital services, eg organisation of accommodation and travel
  - Liaise with external providers including aged care facilities, community and government services
  - Facilitate emergency financial assistance to patient and/or family
  - Assist social worker with case management tasks
- Provide basic education on a defined range of topics to patients or groups of patients
- Contribute to patient records and databases according to organisational and legal requirements
- Contribute to a multi-disciplinary team through departmental and team meetings, case conferences, team projects and activities
- Adhere to policies, procedures and guidelines with particular attention to professional boundaries, delegation and governance
- Undertake quality improvement activities under guidance of a social worker
- Support and mentor less experienced social work assistants

**Knowledge/ Skills/ Abilities**

- Sound level interpersonal communication skills to health professionals, patients and external providers
- Intermediate ‘Windows’ word processing and spreadsheet computer literacy
- Communicate within a team with a good understanding of scope of practice
- Participate in quality improvement activities under the guidance of an allied health professional

**Qualifications/Training**

- No formal qualifications required.