

## SOCIAL WORK ASSISTANT

<b>003 Social Work Assistant</b>
<b>Primary Objectives</b>
Contribute to patient care by undertaking support tasks delegated under the direct or indirect supervision of a social worker
<b>Duties</b>
<ul style="list-style-type: none"><li>• Refer to and liaise with social workers, other health care providers within the immediate team, patients and carers</li><li>• Provide a defined range of screening assessments as delegated by a social worker or social work team</li><li>• Under direction of social workers perform tasks including (but not limited to):<ul style="list-style-type: none"><li>▪ Assist patients and their families with completion of forms and paperwork</li><li>▪ Assist patients and their families access hospital services, eg organisation of accommodation and travel</li><li>▪ Liaise with external providers including aged care facilities, community and government services</li><li>▪ Facilitate emergency financial assistance to patient and/or family</li><li>▪ Assist social worker with case management tasks</li></ul></li><li>• Provide basic education on a defined range of topics to patients or groups of patients</li><li>• Contribute to patient records and databases according to organisational and legal requirements</li><li>• Contribute to a multi-disciplinary team through departmental and team meetings, case conferences, team projects and activities</li><li>• Adhere to policies, procedures and guidelines with particular attention to professional boundaries, delegation and governance</li><li>• Undertake quality improvement activities under guidance of a social worker</li><li>• Support and mentor less experienced social work assistants</li></ul>
<b>Knowledge/ Skills/ Abilities</b>
<ul style="list-style-type: none"><li>• Sound level interpersonal communication skills to health professionals, patients and external providers</li><li>• Intermediate 'Windows' word processing and spreadsheet computer literacy</li><li>• Communicate within a team with a good understanding of scope of practice</li><li>• Participate in quality improvement activities under the guidance of an allied health professional</li></ul>
<b>Qualifications/Training</b>
<ul style="list-style-type: none"><li>• No formal qualifications required.</li></ul>