

Date	January 2025
Position Title	Social Worker
Division	Metropolitan Palliative Care Consultancy Service (MPaCCS)
Reports to	Clinical Nurse Manager

SECTION 1

Mission, Vision and Values

Mission: To deliver the highest quality healthcare experience for patients.

Vision: To be the preferred choice for patients, doctors, and staff and to be recognised for the provision of high-quality clinical care.

Values: Bethesda Health Care is committed to the following values:

- **Teamwork** – We create an environment of unity and togetherness.
- **Respect** – We recognise and acknowledge the uniqueness and value of every individual.
- **Integrity** – We demonstrate honesty and trust.
- **Compassion** – We work to express God’s love through a caring expression of kindness, tolerance and tenderness.
- **Excellence** – We excel in all that we do so that we can promote the Mission of Bethesda Health Care.
- **Professionalism** – We have pride in the high level of care and service we offer.

Staff are expected to demonstrate these values in the way they work, live the positive behaviours described in the Bethesda Health Care Code of Conduct, and contribute to and promote the positive working culture of the organisation.

SECTION 2

Position Summary and Role Purpose

To provide holistic, client-centred support to patients and their families facing life-limiting illnesses, focusing on enhancing emotional, psychological, social, and practical well-being.

SECTION 3

Key Working Relationships

Internal	External
Executive Team	Residential Care Facility Staff and GPs
Clinical Nurse Manager	Residential Care Line
MPaCCS Team	Dementia Services Australia

SECTION 4

Key Responsibilities

- Conduct comprehensive psychosocial assessments for patients and families, identifying emotional, social, and psychological needs.
- Provide emotional support to patients and families, addressing anxiety, grief, fear, and concerns related to end-of-life care.
- Collaborate with the MPaCCS multidisciplinary team to develop and implement individualised care plans that integrate psychosocial considerations.
- Deliver individual, couple, and family counselling to help navigate complex emotions, prepare for end-of-life, and manage the impact of terminal illness.
- Facilitate advance care planning discussions, supporting patients and families in understanding options and completing legal documentation (e.g., advance directives, living wills).
- Assist patients and families in accessing community resources, financial aid, and support services for hospital and home care settings.
- Build and maintain strong relationships with community organisations and external support networks to ensure continuity of care.
- Provide education and guidance to the palliative care team on psychosocial and cultural aspects of end-of-life care.
- Participate in case discussions, team meetings, and educational forums to support continuous professional development and best practice care.

SECTION 5

Health, Safety and the Environment

- Lead by example in fostering a positive safety culture at Bethesda Health Care.
- Adhere to all Bethesda Health Care policies, procedures, and standard operating guidelines related to Work Health and Safety (WHS).
- Immediately report any incidents or hazards.
- Use all required safety measures, protective devices, and personal protective equipment.
- Complete all mandatory WHS training and education.
- Promote all staff well-being through respectful communication and interactions.
- Actively participate in WHS consultative processes.
- Uphold Bethesda Health Care's commitment to environmental stewardship by integrating sustainable practices into all duties.

SECTION 6

Governance Quality and Risk

- Read and abide by the safety and quality responsibilities relevant to your role as outlined in the Clinical Governance Policy/Framework.
- Abide by Bethesda Health Care's Code of Conduct, Work Health and Safety legislation, *Equal Opportunity Act*, and *Disability Services Act*.
- Promote a culture that supports safety and quality by engaging with clinical performance and safety processes at the unit level.
- Record initiatives and issues in our Clinical Governance System.
- Encourage and support clinicians to speak up for safety.
- Complete all mandatory training, engage in development reviews, and contribute to the growth and success of others.

SECTION 7 Partnering with the Consumer

Acknowledge and involve patients in their care, address clinical and non-clinical inquiries, provide appropriate assistance, and promote the use of formal feedback systems.

SECTION 8 Selection Criteria

Essential

- Bachelor of Social Work (or equivalent).
- Eligibility for full membership with the Australian Association of Social Workers (AASW) or the Society of Professional Social Workers.
- Current WA Driver's Licence (C-class, with no restrictions).
- Minimum of 2 years' experience in palliative care, hospice, or healthcare settings, supporting patients with life-limiting illnesses.
- Strong understanding of palliative care principles, advance care planning, and end-of-life care.
- Proven ability to provide emotional and psychological support to individuals and families in crisis.
- Excellent communication skills and ability to collaborate effectively within a multidisciplinary team.
- Knowledge of community resources, financial support services, and external agencies in hospital and community contexts.
- High level of empathy, cultural sensitivity, and professionalism when working with diverse populations.
- Demonstrated commitment to upholding and integrating the values of Bethesda Health Care.

Desirable

- Postgraduate qualifications (or progression towards) in palliative care, adult education, or gerontology.

SECTION 9 Acceptance of Position Description

Employee

Date