The Royal Melbourne Hospital









Advancing health for everyone, everyday.

Could this be you?

Join The Royal Melbourne Hospital Team

Position Description

Social Worker (Grade 3) - Emergency Department

The Royal Melbourne Hospital

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First

People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness

Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together

True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

Together 2035 - Our 10 year ambition positions the organisation to have a meaningful impact. Acknowledging the need for ability, adaptability and failing fast, it is assumed throughout this strategy cycle that nothing will stay stagnant. We will continuously strive fro excellence in health - through data insights, the latest research, responding to community sentiment, and global trends and importantly the views, needs and feedback of patients, consumers, carers and community.

Strategic Pillars
Redesigning Together - We are redesigning world-class care
Thriving Together - We are thriving through inspiration & curiosity
Innovating Together - We are leading research excellence for clinical impact

Strategic Drivers
Systems Thinking
Digital Intelligence
Performance & Sustainability

The Royal Melbourne Hospital

Position Description

Position Title:	Social Worker (Grade 3) - Emergency Department
Service:	Social Work – Emergency Department
Location:	The RMH Parkville
Reports To:	Nurse Unit Manager – Emergency Department
Enterprise Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021–2026
Classification:	SC31-SC34
Employment Status:	Part Time or Full Time
Immunisation Risk Category:	Category A
Date of Review:	November 2026

POSITION SUMMARY

The Emergency Department (ED) Social Worker is valued member of the ED team who provides holistic care, assessment and brief intervention, practical support, and discharge planning for patients with complex psychosocial issues. They work as an essential member of an interdisciplinary team that includes ED Care Coordinators, Mental Health (MH) and Addiction Medicine (AOD) Clinicians, Medical and Nursing staff.

DEPARTMENT DESCRIPTION

The Emergency Department services more than 85,000 adult patients per year and has a proud history of being a leading centre for emergency medicine in Australia. RMH is a designated adult Major Trauma Service and has a high acuity case mix with an emphasis on Trauma, Infectious Disease, Chest Pain Evaluation, Neurosurgery and Psychiatry. The RMH is also the local hospital for an extremely diverse population stretching from the inner city to the edge of Melbourne, serving a population of more than 1 million. We also have a purpose build 12-bed MH & AOD Hub within our Observational Medicine Unit in Emergency.

KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Provide quality patient focused and consumer-directed care through competent, evidence-based clinical skills relating to assessment, interventions and discharge planning
- Demonstrate specialised assessment skills and knowledge in relation addressing social crisis issues, trauma, psychosocial issues, specialized skills with risk assessment and family safety, homelessness, de-escalation of conflict, and communication between patients and caregivers
- Provide patient and family care using an advanced understanding social work theoretical, alongside trauma-informed and consumer directed practice
- Provide appropriate secondary consultation and support to clinicians within the ED regarding child and family risk issues to achieve high quality and safe outcomes
- Provide targeted and evidence-informed grief, loss and bereavement support for families and loved ones within a multi-disciplinary approach
- Demonstrate the ability to prioritise rapidly shifting clinical demands and competing priorities within a highly demanding environment
- Foster and lead a team approach to patient and family care through respectful collaboration, communication and consultation with different disciplines and clinical teams
- Initiate and drive a coordinated team approach to patient care
- Display sensitivity and understanding of diversity and multiculturalism within health settings and provide culturally aware practice
- Display advanced organisational skills through efficient time management, professional responsibility, and accountability
- Complete appropriate risk assessments and implementation of reduction strategies in response to psychosocial crisis, including family violence, bereavement risk, mental health and child safety
- Display highly effective communication and negotiation skills when working with diverse groups, through demonstrating sound verbal, non-verbal and written skills
- Reduce unnecessary length-of-stay through timely assessment and discharge planning in collaboration with internal and external stakeholders. Provide psychosocial leadership as part of the Frequent Presenter Clinical Review Committee
- Contribute to relevant portfolios, professional development/clinical in-services, and working groups within the broader Emergency Department
- Actively participate in supervision from manager / clinical leader staff member and in Individual Development, Work Planning & Annual Discussions
- Provide high level clinical supervision and consultation to junior staff and students as per discipline guidelines and AASW Guidelines
- Follow appropriate reporting lines or escalation procedures in response to risk assessment and management, including but not limited to child and family safety, mental health, and clinical deterioration
- Prioritisation of caseload and management of competing priorities including delegation where appropriate
- Practice in accordance with relevant legislation, policy, and guidelines
- Utilise specialised skills and knowledge in relation to addressing bereavement and trauma, social crisis issues, psychosocial issues, specialized skills with risk assessment and safety planning de-escalation of conflict, communication between patients and caregivers, and planning ongoing community needs
- Demonstrate family violence risk assessment and management activities aligned to the Multi-Agency Risk Assessment and Management (MARAM) Framework, the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS) legislative requirements and related Melbourne Health guidelines

KEY RELATIONSHIPS

Internal

- RMH Nursing, Medical and Allied Health staff, Registered and Enrolled Nurses
- ED Care Coordinators
- Emergency Mental Health Clinicians
- Addiction Medicine
- First Nations Health Unit
- LGBTIQA+ Navigators
- Allied Health – Broader Social Work Team
- Family Safety Team

External

- Department of Health and Human Services
- Community Culturally Specific Services
- Families and Carers
- Centres Against Sexual Assault
- Safe Steps
- Housing Access Points
- National Disability Insurance Scheme
- Ambulance Victoria
- Victorian Civil and Administrative Tribunal VCAT

KEY SELECTION CRITERIA

Formal Qualifications:

- Qualifications which are acceptable for membership with the Australian Association of Social Workers and equivalent of a Grade 3 Social Worker

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Mandatory Working with Children's Check and Police Check and Immunisation Assessment
- Demonstrated experience in the provision of patient centred services within an interdisciplinary team
- Recent experience in the provision of comprehensive patient assessment and care planning in an acute setting
- Recent experience in working with people with complex care needs, including their family/carers
- Ability to work autonomously within limited time frames and effectively prioritise tasks
- Excellent interpersonal and communication skills
- Strong understanding of and ability to comply with relevant legislation and frameworks underpinning social work
- Outstanding knowledge and application of Social Work Theory
- Understanding of relevant legislation and practice frameworks

Desirable:

- Previous experience working in a public hospital setting or equivalent acute setting
- Experience in the collection and organisation of accurate and reliable data for measurement and evaluation

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

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AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
  - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
  - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
  - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
  - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
  - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date