



## **Principal Medical Social Worker** (Permanent, Full time)

### **Particulars of Office (Generic)**

1. The appointment is permanent, whole time and pensionable.
2. **Salary**  
Remuneration is in accordance with the salary scale approved by the Department of Health current scale.
3. **Superannuation**  
The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme will apply to the position and superannuation contributions at the appropriate rate will be payable in accordance with the provisions of the scheme.
4. **Duties**  
The Principal Medical Social Worker will perform such duties as are outlined in the attached Job Description.
5. **Hours of Work**  
The whole time standard weekly working hours for this grade are 37 hours per week, usually discharged between the hours of 8.00am and 8.00pm on a Monday to Saturday basis, as appropriate to the particular service. The appointee may be required to attend at such other times as are required for the proper discharge of duties including attendance outside normal working hours.
6. **Probation**  
The successful candidate will be appointed initially for a probationary period of 6 months. During the probationary period, progress or otherwise will be monitored and at the end of the period, the service will be;
  - a) Certified as satisfactory and confirmed in writing;
  - b) In certain circumstances this period may be extended and in such case you will be advised in writing of this and the duration of the extension.
7. **Retirement**  
No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 65 years of age on the 1<sup>st</sup> day of the month in which the latest date for receiving completed application forms for the office occur.

Continued employment is conditional upon capacity and conduct of the employee.

**8. Annual leave**

Annual leave and public holidays are granted in accordance with the provision of the Organisation of Working Time Act, 1997. Your annual leave entitlement will be advised to you by the Human Resources Department in your contract of employment. Annual Leave may be based on a number of factors such as grade, years of service and whole time equivalency.

**9. Sick Leave**

Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health.

**10. Termination of office**

The employment may be terminated at any time by three months' notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

**11. Garda Vetting Checks**

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to revett employees at any future point, as deemed appropriate by Hospital Management.

**12. Confidentiality**

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised person can obtain access to them and must be kept in safe custody when no longer required.

**13. Hygiene**

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of the National Rehabilitation Hospital's quality system to ensure the safety and wellbeing of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

#### **14. Policies / Legislation**

All Hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice. Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

#### **15. Disability Census**

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection Legislation.

#### **16. HR Department Privacy/GDPR Policy**

In order to carry out its administrative functions the Human Resource Department in the National Rehabilitation Hospital collects and processes personal data relating to individuals, which includes the job applicants and staff of the Hospital. The Human Resources Department takes the confidentiality of all personal data seriously and consequently takes all necessary steps to comply with data protection legislation including the GDPR. The Human Resource Department collects personal data only in order to meet specific lawful purposes, and will retain that data only for so long as necessary. We also ensure that all reasonable technical and organisational security measures are in place to safeguard personal data.

Ordinarily, the Human Resource Department will not pass personal data to any third party except where required by law, or under statutory obligations, or to fulfil a contract of employment or for other legitimate purposes as balanced against the rights and interests of the Data Subject. If you have any concerns about how your personal data is processed, you may contact our Data Protection Officer ([dpo@nrh.ie](mailto:dpo@nrh.ie)). Please refer to the National Rehabilitation Hospital Human Resources Privacy Policy Document for more information. The Policy Document is available on request from the Human Resources Department.

#### **17. NRH Diversity, Equality and Inclusion**

The NRH is committed to carrying out all activities in a way that values Diversity, promotes Equality and fosters Inclusion to successfully deliver the best public service to ensure a diverse, inclusive, high-performance workplace.



## **Principal Medical Social Worker** (Permanent, Full time)

### **1. Qualifications**

The candidate must, on the latest date for receiving completed application forms for the office, have the following professional qualifications and experience;

- Certified Qualification in Social Work (CQSW) / National Qualification in Social Work (NQSW) or equivalent qualification
- At least five year's relevant post qualification experience
- Experience in a senior social work role in a medical, rehabilitation and/or disability sectors
- Must be registered on the Social Work Register maintained by the Social Work Registration Board at CORU
- Must maintain live annual registration on the Social Work Register maintained by the Social Workers Registration Board at CORU
- Must have the requisite knowledge and ability (including a high standard of suitability, professional and managerial ability) for the proposed discharge of the duties of the office.

### **2. Health & Safety**

Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

Health Promotion – The Hospital is committed to promoting healthy lifestyles for both patients and staff. Staff are expected to participate in initiatives to support better health and well- being in line with the Hospital objectives.

### **3. Character**

Candidates for and any person holding the office must be of good character.

#### **4. Professional Registration**

Please note that appointment to and continuation in posts that require statutory registration is dependent upon the post holder maintaining annual registration in the relevant division of the register maintained by the Social Workers Registration Board at CORU.



## **Principal Medical Social Worker** (Permanent, Full time)

### **JOB DESCRIPTION**

<b>Title:</b>	<b>Principal Medical Social Worker</b>
<b>Purpose of the Position:</b>	The Principal Medical Social Worker is responsible for the governance, management and development of the Social Work Service in a national tertiary complex rehabilitation setting. The PMSW ensures the delivery of a quality service responsive to patient/family needs in accordance with professional standards as set out by CORU. The service aims to be consistent with, and in support of the functions and strategic objectives of the National Rehabilitation Hospital. The position requires an integrated and strategic approach to the development of services and structures, embracing continuous quality improvement and the management of changes necessary to achieve organisational objectives.
<b>Accountable to:</b>	The Deputy Chief Executive Officer or nominee
<b>Liaison/Communication:</b>	The proper performance of these duties will require a high degree of liaison and communication with patients, families/carers, health care and social services staff both within the hospital itself and in the wider health and social care sector.



# **Principal Medical Social Worker**

## **(Permanent, Full time)**

### **JOB DESCRIPTION**

#### **Overview of the Role:**

The National Rehabilitation Hospital (NRH) provides a comprehensive range of specialist rehabilitation services to patients from throughout Ireland who, as a result of an accident, illness or injury have acquired a physical or cognitive disability and require specialist rehabilitation. Our Programmes, which are accredited by CARF (Commission for Accreditation for Rehabilitation Facilities) include:

- Brain Injury Programme
- Stroke Speciality Programme
- Spinal Cord System of Care Programme
- Prosthetic, Orthotic and Limb Absence Rehabilitation (POLAR) Programme
- Paediatric Family-centred Rehabilitation

Working as part of interdisciplinary teams, social workers in the National Rehabilitation Hospital support patients and families/carers in the process of adjusting to an altered future as a result of illness or trauma. The social work team addresses the social and emotional components in a patient's situation that influence their progression towards achieving optimal independence and enhancing their quality of life. The service ranges from pre-admission through to inpatient, outpatient and outreach services.

The services offered by the Social Work Department include psychosocial assessment of the patient and family situation, counselling and support to patients and families, carer training programmes, care planning; complex discharge planning, advocacy, assisted decision making services and safeguarding.

The Principal Medical Social Worker is responsible for the management and governance of the Social Work Service. He/she will also have a key role in service development and staff training within the Social Work Department and the wider hospital. The Principal Social Worker will be expected to identify gaps in services and input into service planning within the hospital and in the wider health and social care network.

Core tasks will include staff supervision, audit and review of the service, service design and strategic planning, acting as the Designated Officer for child and adult

safeguarding, oversight of the NRH ADMA service, teaching and wider hospital managerial duties as assigned by the Deputy Chief Executive Officer.

## **ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES**

### **Clinical/Professional Duties and Responsibilities**

- Provide clinical and professional leadership in the delivery of a high-quality social work service
- Manage the delivery of a person-centred social work service across the NRH continuum of care and extended working week. Be responsible for the overall management and performance of social work activity within the NRH services in keeping with good professional practice as outlined in the Irish Association of Social Workers (IASW) and CORU Codes of Practice and Ethics and principles/standards of Social Work Practice
- Facilitate clear lines of communication to relevant management structures in relation to the social work service and maintain professional relationships with internal and external stakeholders to advocate for enhanced services for patients and families
- Participate in the NRH Patient Integrated Care Coordination Committee and other relevant committees to ensure liaison and cooperation with HSCP, Medical, Nursing, Clinical Risk and other key Managers and Services to maximise the use of resources and quality of rehabilitation outcomes
- Maintain competence to carry out social work interventions as part of urgent cover of the social work service or management of high complexity cases including assessments, therapeutic interventions, case management, facilitation of family and community meetings, safeguarding and discharge planning
- Ensure that the social work service complies with relevant HR, and other policies, procedures and guidelines and contribute to the development of NRH policies and procedures relevant to the social work service
- Be aware of risk management issues, adequately identify, assess, manage and monitor risks and take appropriate action
- Have knowledge of relevant legislation, national policies and social policies (e.g. Disability Act, Assisted Decision Making Capacity Act, Safeguarding of Vulnerable Persons at Risk of Abuse National Policy, Children First Legislation and National Guidance, The Health Strategy etc) and ensure that the service operates within these guidelines/legislative framework
- Act as the named Designated Officer for the NRH to provide oversight, governance and interventions of safeguarding standards and interventions across NRH services as outlined in the Hospital's "Protection of Children and Young Persons" Policy, The NRH Safeguarding of Vulnerable Adult's Policy, Children First Act and National Guidance and the HSE National Policy on



## Safeguarding of Vulnerable Persons at Risk of Abuse

- Provide oversight and governance of the NRH ADMA service in line with ADMA legislation and the NRH scope of service for this function
- Actively participate in processes to enhance patient access, flow and timely transition from the NRH including management of the Complex Discharge Social Work Service
- Initiate and maintain clinical audit/review procedures and outcome measures within the Social Work Department and maintain systems for evaluating the Social Work service
- Engage in the development, planning and improvement of the social work service and maintain knowledge of relevant service developments and revise service delivery in the light of changing needs and practices
- Organise review of the Social Work Service and the development of improved ways of delivering the service and in line with relevant accreditation and oversight bodies such as CARF, HIQA and Tusla

## Education, Training and Research

- Maintain own professional development and CORU registration and attend training courses identified with agreement of the Deputy Chief Executive Officer and the Hospital Executive Committee
- Ensure the provision of appropriate clinical education, mentoring and supervision to social work staff and engage in performance reviews and career development with the Social Work Team
- Oversee the implementation of appropriate induction and probationary programmes
- Be responsible for ensuring the provision of practice education for student workers and provide supervision and support for NRH social workers who are practice educators
- Ensure that social workers at the NRH have access to relevant clinical training including journal clubs
- Maintain links with the NRH Academic Unit, universities and other recognised training bodies regarding provision of relevant training and education as agreed with the Deputy CEO
- Initiate and support clinical audit and research within the social work service in line with the NRH strategic goals

### **Strategic role and responsibilities**

- Actively engage with relevant Community, Health Service Executive and other statutory and voluntary bodies, agencies and individuals to advocate for improved services for NRH service users
- Participate in and contribute to service planning and service developments in the wider health and social care sectors: Make presentations and submissions as appropriate to the post and as required by Hospital Management both inside and outside the hospital representing the Social Work Department and/or the Hospital.
- Be familiar with Government Strategies and legislation relating to developments in rehabilitation, trauma, health service delivery and other areas relevant to rehabilitation such as housing and intensive home care services
- Anticipate changing and evolving demands on service and anticipate and respond to these changes.

### **General/Administrative responsibilities**

- Maintain awareness of the Mission and Values of the Hospital in all dealings with patients, families/carers, colleagues and others
- Adhere to hospital policies, procedures and professional codes of practice.
- Ensure anti-discriminatory practice and cultural competence at individual and service level and promote a culture that values diversity and respect
- Keep statistical data as required by the hospital and in line with Hospital policies and procedures
- Participate in clinical audit/review procedures and outcome measures and maintain systems for evaluating the service being provided within the programme(s)
- Participate in service review and development within the Hospital
- Attend training as required/mandated by the National Rehabilitation Hospital
- Ensure that a safe working environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.
- Be responsible for the day-to-day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements.
- Work within allocated resources

### **Administrative Duties:**

- Develop and maintain a comprehensive management and outcomes information system for the department and to furnish statistical data and reports as may be required
- Provide reports/presentations on the social work service to internal and external stakeholders as appropriate
- Ensure that relevant social work records are maintained in line with best practice and guidelines: oversee service user and data confidentiality
- Maintain supervision records in line with NRH Policies CORU standards
- Maintain records in line with relevant NRH policies in relation to staffing issues or concerns and performance issues as well as competency assessments, reference requests, CORE and other relevant systems
- Ensure that the social work service makes the most efficient and effective use of developments in IT
- Participate in management meetings and keep staff briefed on developments

### **Skills, competencies and/or knowledge**

#### **Professional Knowledge & Experience**

- Demonstrates a high level of professional knowledge to carry out the duties and responsibilities of the role safely and effectively within the legal, ethical and practice boundaries of the profession.
- Develops and maintains a broad knowledge of the health service and understands how Social Work profession can best contribute to a model of holistic service provision.
- Demonstrates knowledge of acquired disability and neurological rehabilitation and the long-term implications for service users and service provision
- Demonstrates knowledge of relevant clinical programmes and national strategies and legislation
- Demonstrates knowledge of the various theoretical models, approaches and interventions that apply in current practice.
- Demonstrates a commitment to promoting and applying evidence-based practice and research.
- Demonstrate a clear understanding of risk assessment and risk management.
- Demonstrates a strong interest in ongoing learning and a commitment to continuing professional development and the ability to utilise supervision effectively

#### **Planning and Managing Resources**

- Demonstrates the ability to effectively plan and manage activities and resources to ensure value for money and maximum benefit for the organisation, within a model of person-centred care and Interdisciplinary teamwork
- Has a thorough understanding of the practicalities of service planning, budgetary management, value for money and cost-benefit analysis.
- Aligns the profession with the strategy of the organisation.
- Develops service plans that aim to anticipate the changing needs of service users and harness developing professional practice.
- Takes responsibility for the achievement of delivery targets by regularly quantifying and evaluating activities against service plans (including value-for-money audit) and takes timely action to correct potential difficulties.

### **Managing & Developing (Self & Others)**

- Demonstrates the ability to manage and develop self and others in a busy working environment including the ability to prioritise caseloads for self and others.
- Demonstrates effective leadership and team management skills. Provides clear direction for staff in relation to the goals of their function and how they fit in with the broader organisational strategy.
- Leads by example. Displays motivation, is flexible during challenging times and perseveres despite setbacks to ensure that goals are achieved

### **Commitment to providing a Quality Service**

- Demonstrate a commitment to the delivery of a high-quality, person-centred service.
- Clearly accepts accountability for standards of performance in area of responsibility.
- Ensures that the full potential of their profession is fully considered in the development of strategic plans for their area of the organisation.
- Strives to keep staff directed towards the longer-term change agenda, while maintaining efficiency of day-to-day service

### **Evaluating Information and Judging Situations**

- Recognises the implications and consequences of decisions in political and strategic terms for the organisation as a whole; considers precedence to ensure consistency.
- Demonstrates the ability to critically analyse, evaluate information, and make effective decisions with regard to service user care.

- Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input.
- Makes decisions in a transparent manner by involving and empowering others where appropriate

### **Communications and Interpersonal Skills**

- Display effective communication (verbal & written) and interpersonal skills with service users, colleagues and external stakeholders
- Demonstrates sensitivity, diplomacy and tact when dealing with others.
- Works collaboratively with multiple stakeholders in understanding and establishing expectations and desired outcomes.
- Demonstrates strong negotiation skills, remains firm but flexible when putting forward a point of view.

### **Quality, Patient Safety & Risk Management**

The NRH is committed to supporting a culture of continuous quality improvement through effective governance, clinical effectiveness and outcome measurement. Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. This involves developing appropriate standards of practice that can be measured from the clinician and service user perspective and requires that the Manager is:

- Responsible to ensure compliance with Health Information and Quality Authority (HIQA) National Standards, Health Service Executive (HSE) , CARF/adopted Accreditation Standards, National and Local policies, procedures, guidelines, best practice standards, relevant government legislation and regulations.
- Participate in various standards, NRH accreditation and quality control groups to support the overall achievement and maintenance of the designated NRH quality and accreditation standards.
- To promote and effect a Continuous Quality Improvement (CQI) environment for services at NRH in line with existing and future regulatory requirements.
- To work closely with the Risk Management Department, clinical programmes and services in order to organise and assure implementation of all hospital and external quality, safety and risk management policies, procedures and requirements pertinent to services at the Hospital.

*The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.*

*This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.*

*I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.*

***To be signed by the post holder.***

*Employee Name:* \_\_\_\_\_ *Line Manager Name:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_ *Manager's Signature:* \_\_\_\_\_

*Date:* \_\_\_\_\_ *Date:* \_\_\_\_\_