

Social Workers

The Role

Wellbeing Workforce

Student wellbeing is a key focus area of the department's [Equity and Excellence Strategy](#). Schools are guided by the [Student Mental Health and Wellbeing Policy and Procedure](#) and [Student Learning and Wellbeing Framework](#) to deliver a whole school approach to supporting student wellbeing and mental health.

Student wellbeing in state schools is also supported through targeted access to wellbeing professionals, including guidance officers, psychologists, social workers and youth workers.

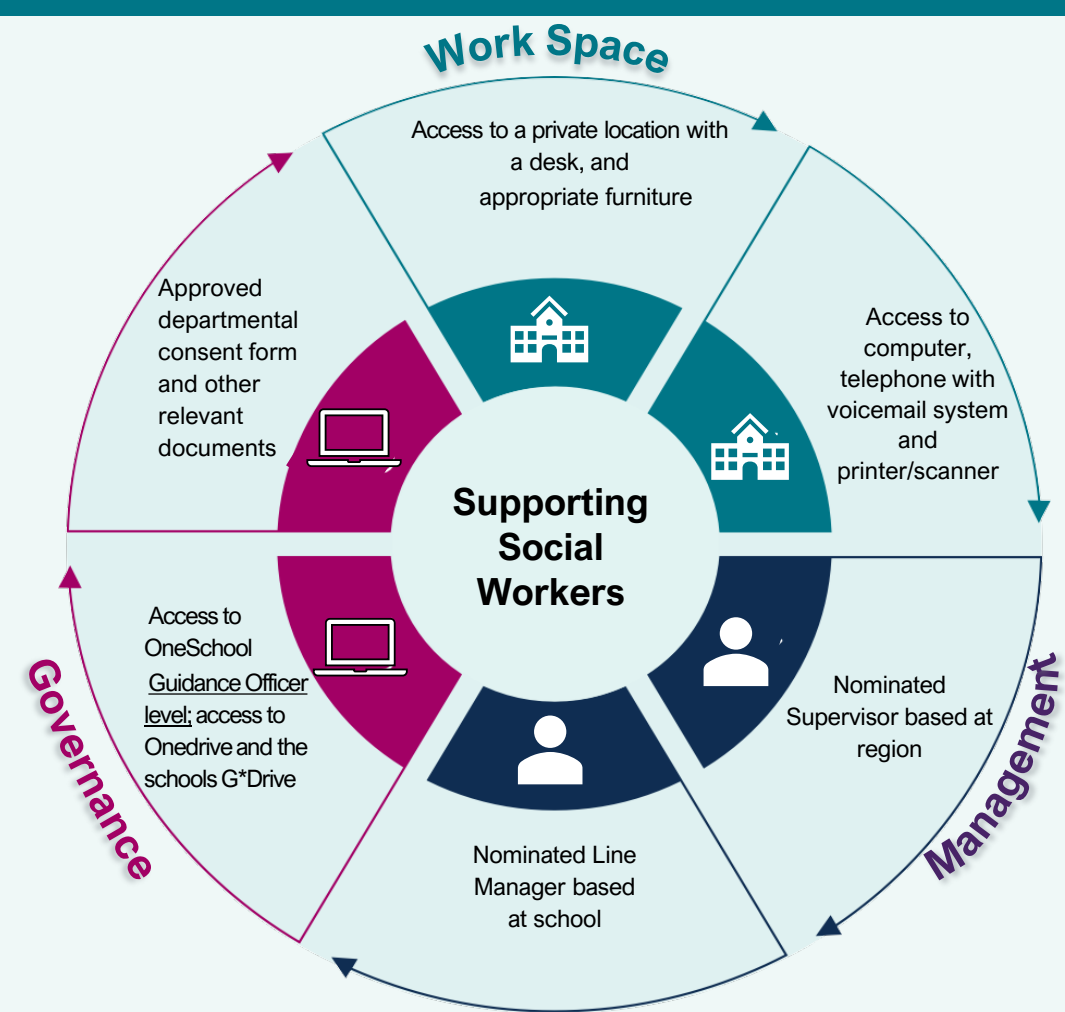
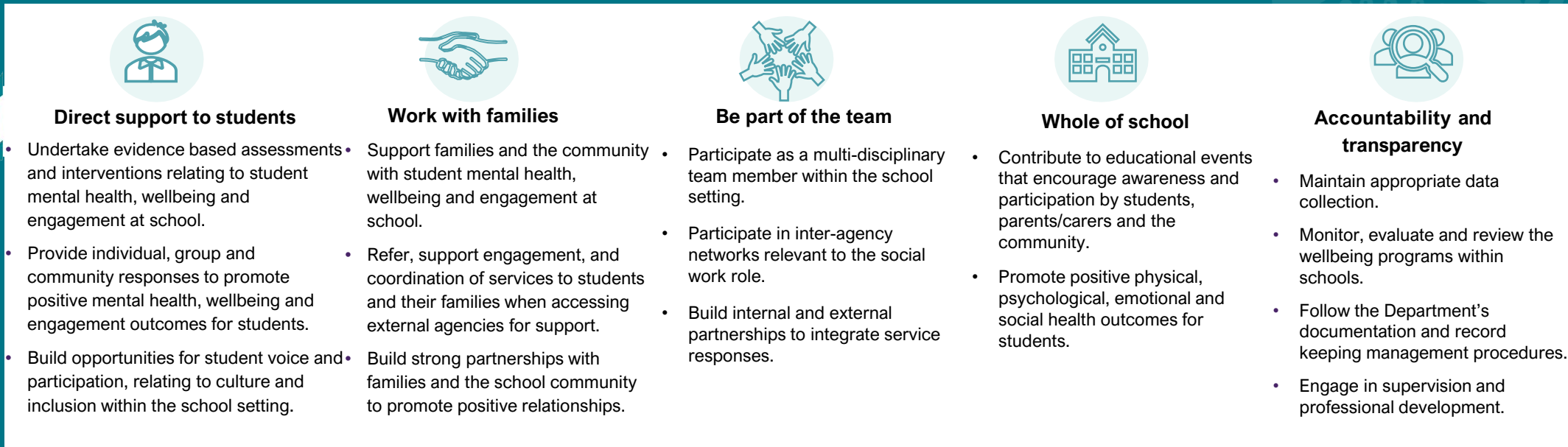
Wellbeing professionals provide direct support for students' experiencing mild to moderate mental health concerns. Wellbeing professionals compliment the support provided by other support staff.

Our approach

Social workers partner with students, families/carers, school staff and the school community, to provide a strengths-based multi-tiered approach to support mental health, student wellbeing and engagement at school.

Social workers respond to the needs of students to provide evidence based assessment and interventions including, personal and family counselling, therapy, group work, and community programs to identify early intervention and prevention opportunities.

Social workers can facilitate internal and external referrals to services, and coordination of multi-disciplinary teams. Social workers build strong partnerships and provide advocacy for students to promote cultural awareness, engagement and inclusion at school.





Social Worker

The Role

Referrals

The social worker:

- Possesses a Bachelor of Social Work or Master of Social Work and eligibility for membership with the AASW.
- Undertakes individual and group assessment and intervention with students, parents and families to support wellbeing, mental health and engagement outcomes in the school setting.
- Is a departmental employee required to follow policies, procedures and legislative requirements delegated to their role.
- Is required to have a school-based line manager and regional supervisor.
- Works 36.25 hours a week with Public Servant conditions.
- Is entitled to 4 weeks annual leave.

Referrals:

- Referrals to the Wellbeing Workforce Social Worker should be discussed and triaged with the social worker.
- A written referral template should be used to refer students.
- Referrals may be discussed individually or as part of a multi-disciplinary wellbeing and/or leadership team within the school setting.
- Must be uploaded on OneSchool. Hard copy referrals are required to be uploaded on OneSchool and stored in the students administration folder.
- Informed consent must be obtained from the student/parent/carer prior to the social worker providing support.
- It is a requirement that all referrals received by the social worker are recorded on the data spreadsheet.



Student

Direct Service

Indirect Service

A social worker can:

- Respond to referrals and seek informed consent from student/family/carer to engage social work services.
- Undertake evidence based assessments with student/family/carers and involved services where appropriate, which consider biological, psychological, and social factors impacting the student's wellbeing and mental health.
- Develop goals and intervention plans with student/family/carers and involved services, as appropriate.
- Complete individual or group interventions or refer students to relevant support organisations or agencies.
- Ensure student's wellbeing is supported in responding to critical incidents and emergencies as part of the school response team.
- Build opportunities for student voice and participation, relating to culture and inclusion within the school setting.

A social worker can:

- Participate in multi-disciplinary Student Wellbeing team meetings (e.g. referral review, allocation and complex case reviews).
- Liaise with external stakeholders, participate in case management meetings and help families navigate welfare systems on behalf of the student.
- Engage in timely and ongoing communication with Principals and relevant leadership team members (e.g. critical incidents, student protection reporting).
- Manage time and caseload schedule.
- Work within school systems using common language and support inclusive education practices.
- Keep clear and accurate records on OneSchool relating to work with students and stakeholders, maintaining confidentiality in line with departmental policies and procedures.



School

Whole School

Community Partnerships

A social worker can:

- Assist in implementing whole of school approaches to student wellbeing based on the needs in the local school setting or universal programs (e.g. respectful relationships).
- Work with the existing school wellbeing team to identify issues and implement strategies to improve student wellbeing and mental health.
- Support school communities in responding to critical incidents and emergencies as part of the school response team.
- Monitor, evaluate and review the implementation of social work services provided within an educational setting.
- Share information with students, staff and community surrounding the social work role in the school context.

A social worker can:

- Contribute to a positive and inclusive school culture and belonging in the community.
- Build partnerships with community organisations and external stakeholders to improve referral outcomes and integrated service systems.
- Participate in local and community specific service planning, and implementation.
- Co-develop and co-facilitate professional development for school staff and psychosocial education sessions for parents and caregivers.



Resources

- [Public Sector Act 2022 \(Qld\)](#)
- [Information Privacy Act 2009 \(Qld\)](#)
- [Code of Conduct](#)
- [Social Worker Role Description](#)
- [Mandatory All-Staff Training \(OnePortal\)](#)

- [Standard of Practice](#)
- [Policy and Procedure Register \(PPR\)](#)
- [Recordkeeping \(OnePortal\)](#)
- [Consent Form](#)

- [Queensland Ombudsman: Good decisions](#)
- [Inclusive communication guide](#)
- [Guide: Human rights in decision making](#)
- [Human rights impact assessment tool \(OnePortal\)](#)
- [Foundation leadership development guide – decision making for Principals \(OnePortal\)](#)