



Health and wellbeing for all through:

- Compassion
- Integrity
- Respect
- Equity

POSITION DESCRIPTION

TITLE	SOCIAL SUPPORT WORKER		
PROGRAM/TEAM	Social Support		
EFT	0.4 EFT Tuesdays and Fridays with the opportunity for occasional additional hours.		
TYPE/PERIOD OF EMPLOYMENT	Fixed Term December 2018 to 30 June 2020		
CLASSIFICATION	Social and Community Services Employee Level 2 PP1-5 (depending on the level of experience)		
AWARD/EBA	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi-Enterprise Agreement 2017		
REPORTS TO	Manager Community Connections		
SUPERVISES	Volunteers and Students		
EFFECTIVE DATE	30/10/2018	REVIEW DATE	30/10/2019

Cobaw Community Health Services Ltd (Cobaw) provides a diverse range of health, wellbeing and community services across the Macedon Ranges Shire and is extending service delivery reach with new opportunities. As a not for profit Company Limited by Guarantee Cobaw’s strategic direction is led by a Board of Directors, whose membership is drawn from the local community.

To achieve our vision of a healthy resilient community, we are committed to the principles of collaborative partnerships, health promotion, community engagement, social justice and advocacy. In seeking opportunities to contribute to the lives of people in our community, we focus on achieving sustainability and expansion of services. To achieve this we always seek to add to the capabilities of our skilled and professional staff. All employees play an active role in service planning and development, quality improvement and health promotion.

In seeking skilled professionals to join Cobaw, we look for people that hold in high regard the values that are reflected in our work. Cobaw values diversity and will be responsive to the health needs of all people including, but not limited to, Aboriginal and Torres Strait Islander people; people with a disability; lesbian, gay, bisexual, transsexual and intersex people; people experiencing health inequalities; and culturally and linguistically diverse people.

THE POSITION

This position will assist in the provision of social support to older people and people with a disability by working with them to provide opportunities for them to participate in the community. The role is goal orientated and could be a mix of small group and/or individual support activities.

The key expected job outcome of this position is to contribute to the development and provision of an effective quality service by ensuring a coordinated response to participants/customers. The Support Worker will provide a supported group recreation and community participation program or assist an individual to participate in the community (depending on their goals) and will be expected to be able to operate independently and within a team environment. The person in this role will be required to drive a minibus.

The scope of practice is:

- 1. Target Population:** People over 65, frail/aged, people with a disability, National Disability Insurance Scheme (NDIS) participants
- 2. Service Delivery Model:** Social support and community participation
- 3. Service Location:** Outreach

THE PERSON

The personal attributes needed to fit this role are:

- Engaging, creative and positive thinker
- Empathetic and understanding
- Initiative and self-motivation
- Excellent communication and interpersonal skills
- Adaptable to change.

The qualifications preferred for this position are:

- Certificate III in Home and Community Care or equivalent
- Level 1 Food Handling
- Current first aid qualification.

KEY RESPONSIBILITIES

These statements of duties/responsibilities/tasks/roles and functions are indicative and need to be understood within the context that Cobaw is in a dynamic environment where change is the norm. As organisational needs change, so do job roles and functions. We are looking to employ people who understand the need for flexibility in employment relationships and responsibilities.

- Maintain effective working relationships with staff and regularly participate in team and organisational activities
- Collect and maintain accurate records in relation to administrative tasks, client information, assessments and care plans
- Ensure data and accountability reports prepared, kept up to date, and forwarded in a timely manner
- Understand and apply the principles of Health Promotion in all programs
- Understand and apply the principles of the Social Model of Disability in all programs
- Participate in the development of program plans and other organisational plans as appropriate, and take responsibility for the delivery of allocated programs
- Monitor programs and assist in their evaluation
- Provide input into program reports and share data with the team as required by recording program feedback after each program

- Attend to clients' personal care needs as appropriate
- Transport program participants if funding is provided
- Provide support with meal time activities
- Maintain equipment
- Alert Manager to unmet client needs and identify referral possibilities
- Attend supervision with Manager as arranged
- Network and liaise with local services to meet participant/customer needs
- Comply with budget constraints and where possible suggest strategies for improvement
- Be conversant with computer systems and other technology relevant to the position
- Actively participate in Cobaw staff performance and appraisal review process.

Program Planning and Direction

- To deliver suitable activities in a safe environment, supporting clients to reach their potential through wellness and reablement
- To ensure clients are informed of their rights and responsibilities, the functioning of programs and the role and function of Cobaw
- To maintain client privacy and confidentiality
- To advocate for clients as appropriate, and to be a support person to them and their immediate families/carers
- To actively support participants/customers to engage with their communities and support them in the plan review process by submitting timely reports.

KEY SELECTION CRITERIA

Applications must include written responses to the following:

1. An understanding of the Wellness and Reablement approach to service delivery.
2. A sound understanding of the physical, emotional and social issues facing people that are ageing and people with a disability.
3. An understanding of the importance of Valued Roles and the impact of meaningful ways people can contribute to their community.
4. Ability to assess participant/customer needs (including risk assessment) and develop goal directed care plans.
5. Good computer literacy – email, case notes, report writing, client management systems.
6. Proven an ability to work with people from diverse backgrounds.

OTHER REQUIREMENTS

Quality

- Assist in the development and implementation of the organisation's quality improvement strategies
- In consultation with the Leadership Team develop and implement standards and ensure programs are monitored and evaluated in terms of relevance, timelines, cost effectiveness and client satisfaction
- Initiate and participate in the development and review of Cobaw policies and procedures.

Occupational Health & Safety and Risk Management

- Follow safe work practices, procedures, instructions and rules
- Perform all duties in a manner which ensures personal health and safety and that of others in the workplace
- Report all hazards or incidents that cause or may cause harm
- Apply a risk management approach to all tasks undertaken
- Attend Occupational Health & Safety (OH&S) Committee meetings as required.

General

- It is the responsibility of all staff to work within Cobaw's Code of Ethical Conduct and represent Cobaw as a professional and client-focused organisation and to promote its range of services
- Comply with Cobaw's Instrument of Delegation
- Comply with and contribute to Cobaw's Policy and Procedure Manual
- Carry out all other duties as directed consistent with Cobaw's Strategic Direction
- Maintain professional registration required to practice within the scope of practice outlined in the position description, provide evidence of current registration annually and notify Cobaw of any changes to registration when they occur
- Provide courteous advice and assistance to clients and visitors of Cobaw
- Maintain effective working relationships with staff and regularly participate in team and organisational activities
- Ensure records and accountability information is prepared, kept up to date, and forwarded in a timely manner
- Understand the budget constraints and where possible suggest strategies for improvement
- Be conversant with computer systems and other technology relevant to the position.

ADDITIONAL INFORMATION

- The successful applicant will be required to undertake criminal history records checks, including Working with Children Check clearance and Disability Worker Exclusion Scheme checks. Appointment is subject to the outcomes of these checks and the provision of a recruitment screening Statutory Declaration (for new employees)
- All employees are required to sign and comply with Cobaw's Code of Ethical Conduct, Respectful Workplace Behaviour policy and Statement of Cultural Safety
- Cobaw is an Equal Opportunity Employer
- All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced into the workplace to improve OH&S
- Cobaw is an organisation that values diversity. All employees are required to have an awareness of inclusive practice principles as they relate to the following vulnerable community groups: lesbian, gay, bisexual, transgender and intersex, Aboriginal and Torres Strait Islander, people with a disability, culturally and linguistically diverse and people experiencing poverty
- Cobaw is committed to promoting and protecting the interests and safety of children. Cobaw has zero tolerance of child abuse. All staff working at Cobaw are responsible for the care and protection of children and reporting information about child abuse
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or diseases that might be affected by employment in this position
- Salary sacrifice arrangements are available to all permanent staff subject to Cobaw's ongoing Fringe Benefits Tax exempt status
- The position is located in Kyneton, however the company reserves the right to vary the location of the position according to its needs and the needs of its clients and any future changes to Cobaw's area of operation.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place three months following commencement of employment and then on an annual basis
- The position requires a current and full Victorian Driver's licence
- This position is offered subject to ongoing funding.

ACKNOWLEDGEMENT			
CEO Signature			
Name	Margaret McDonald	Date	
Employee Signature			
Name		Date	