



SOCIAL & COMMUNITY SUPPORT WORKER

Department:	Social & Community Support		
Salary:	Determined by incumbent qualifications	Classification Code:	AHA Grade 1 to 3
Award/Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026		
Position created:	November 2022	Date Reviewed:	October 2024
		Immunisation Category:	B

PRIMARY OBJECTIVES	<p>THE ORGANISATION</p> <p>Sunraysia Community Health Services (SCHS) is a service providing primary and preventive care for our community members who are at risk of poor health outcomes, and experience health disparities. SCHS understands the influence of the Social Determinants of Health (SDoH) upon health inequities experienced by community members. The centrepiece of care at SCHS is providing a client relationship based care coordination approach, that identifies and attempts to address the SDoH for clients, work with consumers and community members, to structure their care around the context in which they live and work.</p> <p>THE PROGRAM</p> <p>The Social & Community Support Program provides support to people living in the community who due to age, illness and disability require assistance with daily activities, including personal care, dressing, preparing meals, house cleaning, property maintenance, community access and using public transport. Social & Community Support work involves a flexible rostering arrangement in which the workplace is primarily community based in the private homes of clients or their carers.</p> <p>The program predominantly supports clients under the Home and Community Care Program for Younger People (HACC PYP) however may also include Aged Care and Disability services including NDIS, Home Care Packages and Commonwealth Home Support Program (CHSP) Services.</p> <p>POSITION PURPOSE</p> <p>The purpose is to provide flexible, timely and responsive services which promote and maintain a person’s independence and enhance their quality of life. To achieve this, the focus is to provide basic support to people living at home to support them to be more active and independent at home and in the community, thereby enhancing their quality of life and/or preventing inappropriate admission to hospital or long-term residential care.</p>
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KEY SELECTION CRITERIA	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> • Certificate 3 or 4 in Aged Care, Community Services, Disabilities or equivalent or experience <u>and</u> willingness to complete relevant certificate. • Holds a current drivers licence that allows the individual to drive in Victoria. • Highly developed interpersonal and communication skills and demonstrated experience with communicating effectively with persons from diverse backgrounds, cultures, disabilities and challenging behaviours. • Experienced computer skills, in particular Internet, email, Microsoft word and Access databases. • An understanding of the importance of confidentiality. • Ability to be reliable and to work with minimal supervision. <p><u>Preferred</u></p> <ul style="list-style-type: none"> • Previous experience in working with people who are aged frail, have intellectual or physical disabilities.
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- A skill or special interest in developing or maintaining the independence of older people or people with disabilities.

**SPECIFIC
ACCOUNTABILITIES**

1. Service Provision

Client Care:

- Undertake a range of practical household duties and personal care tasks:
 - General household cleaning.
 - Meal preparation.
 - Laundry and ironing.
 - Showering, dressing and grooming.
 - Transfers in/out bed, wheelchair, car.
- Support clients to access their community in social and/or activities that support their independence:
 - Shopping, paying bills.
 - Accompany client on social outings, medical appointments, community activities.
- Monitor the ongoing health and well-being of clients and their carers and report concerns or observations:
 - Support and assist clients & carers according with care needs and care plan.
 - Provide companionship and emotional support to client.
 - Carry out all duties in a flexible and efficient manner.
 - Report any areas of concern to the relevant Team Leader.
- General Client Related Activities
 - Complete all client documentation and services in EMR.
 - Maintain the privacy and confidentiality of clients at all times.
 - Maintain the dignity of client.
 - Carry out instructions and advice from the Program Coordinator or Manager in relation to each client and support activities.

2. Teamwork

- Ability to communicate and work with all other staff within the organisation and develops effective working relationships with clients, volunteers, community groups, government departments and the general public across the SCHS service area.
- Promote and maintain an environment of teamwork and professionalism.

3. Stakeholder Engagement

- Effective internal and external communication on matters relating to customer and carer interventions.
- Ensure that effective communication and appropriate education is maintained and provided with clients and their carers, to help clients to achieve their goals, develop a goal orientated care plan which meets the identified needs of the individual client.

4. Service Improvement & Promotion

- Assisting with implementation and completion of staff and student training programs as directed by the service.
- Work collaboratively with colleagues to promote the services provided at Hecht and broader SCHS.
- Attending meetings and forums to meet professional and service obligations to fulfil service requirements.
- Internal and External liaison to achieve Client Goal Directed Care plans and Individual Program Plans.

	<p>5. Organisational</p> <ul style="list-style-type: none"> • Lead and exemplify a healthy and safe working environment, modelling and promoting ethical behaviour and practices and contributing to a positive environment free of occupational violence. • Operate, adhere to and demonstrate organisational Mission, Vision and Values • Other reasonable duties as directed.
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<p>CONDITIONS OF EMPLOYMENT</p>	<p>1. New employee Probation New employee appointments are subject to a probationary period of six months. Ongoing employment will be subject to successful performance during this time.</p> <p>2. Organisational Behaviour All employees are required to abide by organisational policies and procedures, SCHS Code of Conduct and Values, relevant standards including Child Safe Standards, codes of practice as well as various legislation both state and federal including but not limited to OH&S act, Drugs, Poisons and Controlled Substances Act, Public Health and Wellbeing Act, Privacy Act and Health Records Act.</p> <p>3. Professional Standards All qualified and Nationally Registered professionals are to respect and act in accordance with the laws of the jurisdictions in which they practise. Any professional bodies Codes of Conduct / Ethics / Standards should be interpreted with reference to these laws. The code is not a substitute for requirements outlined in the National Law, other relevant legislation, or case law. Where there is any actual or perceived conflict between the code and any law, the law takes precedence. The Codes / Standards should also be interpreted with reference to, but not necessarily in deference to, any organisational rules and procedures to which health professionals may be subject.</p> <p>4. Continuous Improvement & Safety All employees are required to contribute effectively to SCHS quality management and safety systems by assisting with monitoring and evaluating activities and mechanisms, identifying opportunities for improvement and correcting problems to improve customer care services and experience.</p>
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