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## Candidate Information

### Aged Services Social Support Worker – Chinese Communities

July 2020

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## The Opportunity

- **Are you passionate about making a difference in the lives of older people living in the community?**
- **Do you want to support older Chinese people to enable social inclusion, health and wellbeing?**
- **Well-established local not-for-profit offering a range of community services**

In this part time role, you will be part of our team of Social Support Workers who support our frail aged clients to live safely at home and remain active in their community in the Inner City and Eastern Suburbs of Sydney. We provide individual and group social support services tailored to the needs of individuals and respite for carers.

You will bring to this role:

- **Ability to speak fluent Cantonese, Mandarin and English**
- **Commitment to the values of JNC**
- **Previous experience in direct service provision for older people and/or people with disabilities, in a wellness and reablement framework**
- **Ability to work as part of a team of workers and volunteers committed to responsive, flexible and professional services**
- **Excellent time management, problem solving, communication and computer skills**

You'll also need a current driver's license. Compliance requirements for this role are a national police check and a Working with Children Clearance.

The Junction Neighbourhood Centre (JNC) is a progressive and established not for profit organisation which has provided services to communities across the Inner City and Eastern Suburbs of Sydney for over 45 years. We are a values-driven organisation with the well-being of our clients, staff and volunteers at our core. We offer a supportive working environment, ongoing training, above-award salaries and conditions, and access to salary packaging.

This is a contract role until 30 June 2022 with extension dependent on continued funding. The role is 21 hours per week over 3 or 4 weekdays and is SCHADS L2. You will be working from our centres in Glebe and Maroubra.

**Sound like you?** Please apply in writing by **Monday 27th July 2020** with a cover letter outlining your suitability and interest in the role, together with a full resume. Please briefly address the selection criteria as outlined in the information pack at <http://jnc.org.au/working-with-us/staff-vacancies/> Please send this to [recruitment@jnc.org.au](mailto:recruitment@jnc.org.au).

**Contact Terry Stathakis – Aged Services Coordinator – Glebe on 02 8570 1400 for an initial chat.**



## About The Junction Neighbourhood Centre

### ***Strengthening communities and building connections***

#### **Our statement of purpose**

We believe that being socially connected improves people's wellbeing. We listen to our local communities and work with them to deliver critical services and opportunities for social connection. Given the times we currently live in, this is even more important for our elderly community as many of them face isolation from family and friends.

#### **Our vision**

To be a leading provider in South Eastern and Inner Sydney of services that enhance the wellbeing and resilience of individuals and communities with the best quality services delivery.

#### **What we do**

The Junction Neighbourhood Centre (JNC) provides a diverse range of community services and programs for the communities in Inner and Eastern Sydney, with a focus on people who are socially isolated, disadvantaged and vulnerable. As a not for profit organisation operating for 45 years, the focus of our work is strengthening communities and creating connections. We have community centres in Maroubra, Bondi Junction, and Glebe, which provide community information and places for the community to meet and participate in a wide range of groups, classes and programs. We engage with local community members through a range of outreach activities and have capacity building projects targeting local Aboriginal and Torres Strait Islander communities and people who are socially isolated. We also offer specialised services for older people and their carers, for families with children under 13 and training and volunteer referral services for agencies in the region.

More details about our programs and services can be found at [www.jnc.org.au](http://www.jnc.org.au)



## How We Work Together – Our Values and Practices

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### **Accountability & Professionalism**

We are evidence based and outcomes focused  
We deliver quality client services with accountability for our work.

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### **Social Justice**

We work to enable fair and equitable access  
We take an holistic approach to well-being and focus on the whole person.  
We are person-centred and work with people to build individual resilience using enabling and strength-based approaches.

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### **Participation**

We encourage people to participate and engage in community life so that they have a say and retain control over their lives.

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### **Respect**

We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued.  
We strengthen our commitment to reconciliation.

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### **Collaboration**

We work with others to build community resilience and connectedness.

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### **Courage**

We are committed to our purpose and vision even in the face of adversity.

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## How We Work Together – Our Core Principles

Core Principle	Behaviors
Professionalism and accountability	<ul style="list-style-type: none"> <li>▪ We deliver quality client services and provide exceptional customer service.</li> <li>▪ We account for our work, accept responsibility for our own performance and disclose results in a transparent manner.</li> <li>▪ We take responsibility for our own actions and behaviors.</li> <li>▪ We all comply with JNC’s policies and procedures.</li> </ul>
Learning and growth	<ul style="list-style-type: none"> <li>▪ We adapt to our changing environment, adopt new ways of doing business, and respond to challenges as opportunities.</li> <li>▪ We take initiative in keeping our professional skills and knowledge up-to-date.</li> <li>▪ We continually improve through innovation and creativity.</li> <li>▪ We are proactive in our work and learn from our experiences.</li> <li>▪ We each contribute to organisational sustainability.</li> </ul>
Working together as one team	<ul style="list-style-type: none"> <li>▪ We build trust with a focus on integrity.</li> <li>▪ We create safe spaces to communicate, voice and hear opinions and ideas and commit to the final decision or outcome.</li> <li>▪ We value and support each other, acknowledge individual strengths and celebrate individual achievements.</li> <li>▪ We share information, knowledge and skills across the organization.</li> <li>▪ We actively demonstrate our commitment to common team goals.</li> <li>▪ We participate equally and cooperatively in partnerships.</li> </ul>
Respect	<ul style="list-style-type: none"> <li>▪ We enable a positive, inclusive and fair workplace.</li> <li>▪ We are mindful of, and value, the diversity of our staff, clients and communities.</li> <li>▪ We treat each other and our clients with dignity at all times.</li> </ul>
Cultural inclusiveness	<ul style="list-style-type: none"> <li>▪ We abide by the principles of Cultural Safety, developing and demonstrating awareness and acceptance of culture, identity and beliefs.</li> <li>▪ We incorporate this awareness into workplace practices so that staff and clients feel safe, respected and valued.</li> <li>▪ We accept mutual responsibility for sharing relevant knowledge, meaning and experiences to support our inclusive culture.</li> </ul>



## Position Description

<b>Job title</b>	Social Support Worker – Chinese communities
<b>Program</b>	Aged Services
<b>Reporting and requirements</b>	<b>Reports to:</b> Aged Services Coordinator <b>Direct Reports:</b> Nil <b>Member of:</b> Aged Services team
<b>Status</b>	Maximum term contract to 30 June 2022
<b>Hours</b>	Part time (21 hours per week)
<b>Award and Level</b>	Social, Community, Home Care and Disability Services (SCHADS) Award Award Level 2 transitioned from NSW SACS Award Grade 2 Attractive above award salary and conditions
<b>Location</b>	Based at Maroubra and Glebe

## Purpose of Position

The purpose of this position is to provide a range of social support services and respite services to people who are frail aged and their carers. This role will specifically provide services to people who are Chinese (Cantonese and Mandarin speaking) as well as for people who are English speaking.

## Role Responsibilities

In accordance with JNC policies and procedures and program processes and systems:

Accountability	Key Activities
Planning and reporting	<ul style="list-style-type: none"> <li>Actively participate in service planning for direct client services, contributing to meeting contracts and achieving the goals of the JNC</li> <li>Follow JNC procedures in relation to risk management</li> <li>Contribute to the timely completion of client data</li> </ul>
Service delivery and development	<b>Social Support:</b> day to day delivery of service program, including: <ul style="list-style-type: none"> <li>Participate and engage in effective, sustainable client focused service approach across the program</li> <li>Provide one to one and group social support services to clients who are frail aged, on social outings, such as:               <ol style="list-style-type: none"> <li>Taking clients out into the community</li> <li>Shopping assistance</li> <li>Assistance with the paying of bills</li> </ol> </li> </ul>



Accountability	Key Activities
	<ul style="list-style-type: none"> <li>d. Home visiting</li> <li>e. Group outings</li> <li>f. Centre based group activities</li> <li>g. Other types of social and emotional support to clients of the service.</li> </ul> <ul style="list-style-type: none"> <li>• Monitor the safety and well-being of clients on one to one and group activities, such as:               <ul style="list-style-type: none"> <li>a. Providing active companionship</li> <li>b. Assisting clients to get in and out of a car or bus</li> <li>c. Assisting with toileting if necessary</li> <li>d. Facilitating their participation in group activities.</li> </ul> </li> <li>• Provide active companionship and respite care for clients in their own home:               <ul style="list-style-type: none"> <li>a. Undertake client care activities which would normally be given by a family or other primary carer, except where the clients and/or respite carer would be at risk</li> <li>b. Assist with eating, toileting and reminding the client to take medication at the appropriate time (note: does not include food preparation, personal care or personal or domestic cleaning; nor administering medication).</li> <li>c. Take the client on short outings in the car, when necessary.</li> </ul> </li> <li>• Monitor the health and wellbeing of clients, inform the Coordinator of any changes to clients' or carers' health or well-being so that the JNC can keep appropriate and current records and make any necessary changes to the care plans or undertake a reassessment and where appropriate, make referrals of clients or carers to relevant services.</li> <li>• Provide phone support for clients of the Aged Services</li> <li>• Always Acknowledge client's rights and responsibilities and to maintain client confidentiality unless it endangers clients, carers or workers.</li> </ul> <p><b>Service Administration:</b></p> <ul style="list-style-type: none"> <li>• Confirm rosters for clients and attendance lists for outings, within agreed work hours</li> <li>• Collect and record data on services provided, clients, mobile phones, vehicle use and other records related to service provision and prepare reports when requested.</li> <li>• Maintain awareness of workplace safety, fill in the WHS checklist when required and report any WHS problems, risks, incidents or issues that may affect the safety of workers, volunteers, and clients or carers to Aged Services Coordinator and/or the Aged Services Manager.</li> <li>• Organise cleaning and re-fueling of JNC vehicles</li> <li>• Collect client fees, issue receipts for client fees and record this in accordance with JNC processes and systems.</li> </ul> <p><b>Service Development:</b></p> <ul style="list-style-type: none"> <li>• In conjunction with Coordinator, develop and implement programs and services where clients contribute to, are connected to and are valued by the broader community</li> </ul>



Accountability	Key Activities
	<ul style="list-style-type: none"> <li>• Implement and consistently follow procedures and policies in service delivery areas across Aged Services</li> <li>• Deliver programs and services, ensuring that all programs, services and activities are planned, developed, implemented and supported to be accessible to all target groups, and that they adequately meet funding contracts, industry standards, policies and procedures and any relevant legislation</li> <li>• Engage in cross program and cross centre services within JNC</li> <li>• Implement feedback mechanisms to collect data for service reporting and as input to quality service improvement</li> <li>• Maintain appropriate client records, information systems and ensure service delivery processes are consistently followed</li> <li>• Raise complaints and client issues with your Coordinator</li> <li>• Keep informed of policy and program development issues in Aged Services</li> </ul>
Networking, external communications and partnerships	<ul style="list-style-type: none"> <li>• Contribute to promotion and external communications relating to programs areas to ensure effective and accurate communication messages</li> <li>• Keep up to date with program changes and industry reforms via active participation in team meetings and relevant reading</li> <li>• In conjunction with Coordinator, participate in the development of service partnerships</li> <li>• Participate in strategies to engage with the community and build an understanding of community aspirations</li> <li>• Participate in organization of community events that promote ideals of co-operation, diversity, social inclusion and participation</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Actively participate in teamwork in Aged Services team and as part of the team across the JNC</li> <li>• Complete Performance Matters and related development plans in conjunction with Coordinator</li> <li>• Contribute actively in Aged Services team meetings</li> <li>• Participate actively in supervision, support, debriefing and training</li> </ul>
Contribute to development of a positive, collaborative and respectful culture	<ul style="list-style-type: none"> <li>• Actively participate in building a positive work culture and ensure well-being of staff and staff morale in program area</li> <li>• Promote and actively model JNC values, Core Principles and code of conduct to all staff, clients, partners and stakeholders</li> </ul>
Active participation in the organisation	<ul style="list-style-type: none"> <li>• Implement policies and procedures at organization wide and program specific levels and ensure team members are aware of and comply with all organizational policies and procedures and compliance with WHS, Child Protection, EEO and other legal requirements.</li> <li>• Contribute to JNC meeting Work Health &amp; Safety (WHS) requirements, that self and staff team are responsible for, reading, understanding and abiding by the organisation's WHS policies</li> </ul>





Accountability	Key Activities
	<ul style="list-style-type: none"> <li>• Take reasonable care of the health and safety of self and others and co-operate with the Board and Leadership Team in its efforts to comply with WHS requirements.</li> <li>• Liaise with other employees to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation.</li> <li>• Provide input to the collection of organization wide statistics</li> <li>• Actively participate in professional development and training and in JNC wide staff meetings and staff development activities</li> </ul>

## Performance Measures

- Service delivery to contribute to meeting contracted outcomes
- Feedback from clients and other stakeholders
- Record keeping
- Alignment with JNC Values and Core Principles
- Consistent adherence to JNC policies and procedures

## Selection Criteria

### Essential Criteria

1. Demonstrated ability to speak fluent Cantonese, Mandarin and English
2. Commitment to the values of JNC
3. Demonstrated ability to work as part of a team of workers who are committed to meaningful, responsive and flexible services, as well as to work independently
4. Previous experience in direct service provision for older people and/or people with disabilities
5. Understanding of the enabling and wellness approaches in working with older people and people with disabilities
6. Understanding of professional boundaries
7. Awareness and sensitivity of cultural diversity
8. Well-developed verbal, interpersonal communication and empathy skills.
9. Demonstrated ability to exercise judgement in complex situations.
10. Demonstrated ability to work within organisational policies, procedures and guidelines
11. Knowledge of WH&S requirements and risk management.
12. Excellent time management, problem solving, communication and computer skills
13. Current Australian Drivers Licence Class C.



## Desirable

1. Relevant tertiary qualifications
2. Previous experience working in a community organisation, aged care or disability services.
3. Experience in small group facilitation
4. Access to a reliable car with full comprehensive insurance
5. Current First Aid/CPR certificate

Applicants must be willing to have a Police Check, to obtain a First Aid/CPR certificate and have an annual influenza vaccination, and have a current Working with Children Check

## Additional information about Working at the JNC

- The Junction Neighbourhood Centre is an equal opportunity employer.
- Aboriginal and Torres Strait Islander people and people who speak languages other than English are encouraged to apply.
- Staff may be required to work at any of our centres: Maroubra, Bondi Junction or Glebe or, subject to meeting WHS requirements, from their own home
- Employment is subject to the satisfactory completion of a Police Check and a Working with Children clearance.
- This role will also need an annual influenza vaccination and completion of a First Aid/CPR certificate
- In the context of our Work Health and Safety policy and practices, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and the health and safety of others, by reporting all incidents and injuries, following procedures and any measures introduced in the workplace to improve WHS.
- Salary packaging is available for all permanent and fixed term contract positions.