

## POSITION DESCRIPTION

<b>TITLE:</b>	Senior Social Support Worker
<b>REPORTS TO:</b>	Social Support Coordinator
<b>DIRECT REPORTS:</b>	Nil
<b>KEY RELATIONSHIPS:</b>	All Staff
<b>ADDRESS:</b>	The primary location of business will be on the grounds of Croydon Park Public School, entrance at Beresford Avenue, Croydon Park NSW 2133. The nature of the role will require some duties being conducted off-site.

### 1.0 ABOUT INNER WEST NEIGHBOUR AID

Inner West Neighbour Aid is a fully incorporated community organisation established in 1992 working within the inner west to support older people, people with disability and their carers to stay independent, healthy and connected. Inner West Neighbour Aid is managed by a volunteer Board and employs a small team of paid staff to coordinate and manage the projects and business activities of the organisation, and to recruit, develop and supervise volunteers.

The **Mission** of Inner West Neighbour Aid is to enhance community spirit by providing social support and home assistance to older people, people with disability and their carers in our local area. We connect people who are passionate about helping others with people who need support to live safely and independently at home and remain active in our community.

### Our Values

- Clients are central to our services and everything we do
- We show respect and empathy in all relationships
- We are honest and transparent
- We accept our individual responsibilities and value team work
- We create a safe and supportive environment for people in our community
- We embrace innovation so that we can continue to provide outstanding services

### Job Purpose

The role of the Senior Social Support Worker is to actively contribute to the Social Support team by assisting with coordination, conducting and continually improving social support activities for the clients of Inner West Neighbour Aid. The Social Support team aims to assist clients participate in community life through meeting their need for social contact and accompaniment. Activities include health and wellbeing programs based at a local community centre, outings, assisting with shopping and other related activities.

## **2.0 KEY RESPONSIBILITIES**

### **Social Support Activities**

- Responsibility for developing an innovative, safe and appropriate schedule of activities and social support programs
- Ongoing preparation for the social support activities will include preparing daily run sheets, confirming attendance at activities, telephone contact with Clients when necessary, booking and/or confirming venues and venue risk assessments
- During social support activities, providing appropriate assistance to Clients where necessary, considering the safety of Clients, Volunteers and Staff at all times
- Recording any incidents or accidents in the Incident Register
- Recording participation and outcomes for Clients in the organizational database

### **Volunteer Support**

- Providing volunteers with hands on induction, adequate supervision and opportunities for development, including developing processes and flowcharts where necessary
- Recording notes for volunteer activity in the organizational database

### **Community Liaison and Organisational Promotion**

- Developing a comprehensive knowledge of, and a cooperative relationship with, the community care sector in the Inner West
- Raising and maintaining the profile of and promoting the services of Inner West Neighbour Aid within the Inner West geographical region
- Working with community groups and agencies, who refer clients to Inner West Neighbour Aid
- Supporting the Inner West Neighbour Aid team to coordinate and facilitate stalls and expos in the community

### **Administration and Records Management**

- Assisting with telephone enquiries and bookings
- Assisting with ad hoc administrative duties and development of systems to improve efficiency
- Maintaining current entries into the organizational database

### **Team Work**

- Establishing and maintaining an effective system of communication with all staff at Inner West Neighbour Aid
- Participating in team meetings
- Contributing to the Inner West Neighbour Aid newsletter and other communication strategies as required
- Participating in bi-monthly supervision sessions with the Social Support Coordinator

### **Contribution to Service Management**

- Supporting management to ensure that the service operates according to the Community Home Support Program (CHSP) guidelines and Aged Care Quality Standards

- Provide input into the development and review of policies and procedures as necessary
- Support current and new initiatives in service delivery
- Adhering to the Aged Care Quality Standards and the policies and procedures of the organisation

### **Workplace Health and Safety (WHS) General**

- Providing leadership in addressing and promoting health and safety in the workplace and being active in the enforcement of the WHS rules and work practices
- Taking reasonable care of the health and safety of others in the workplace
- Reporting (using the appropriate forms) any incidents or near misses that may occur while carrying out your day to day duties
- Using equipment properly in order to provide for the health and safety of people in the workplace
- Familiarising oneself with all Inner West Neighbour Aid WHS Policies and Procedures and following all actions/directions stipulated within
- Not obstructing attempts to reduce risks, or to provide aid to injured workers, or disrupting a workplace by creating health or safety fear
- Not refusing a reasonable request for assistance to prevent a risk to safety or health.

### **Workplace Health and Safety (WHS) and Risk Management Responsibilities**

- Actively identifying any potential risks and hazards that occur during day to day duties, working to eliminate or minimise these hazards immediately if possible and reporting all hazards to the Workplace Health and Safety Representative in a timely manner
- Working in consultation with the WHS Representative to compile risk management plans for any hazards/risks that cannot be fully eliminated and being active in assessment and control of said risks.
- Having a clear understanding and knowledge of all current risk management plans affecting related services to this Position Description and complying with any actions or procedures stipulated in the risk management plans
- Maintaining a current Senior First Aid Certificate and being available at all times to act as the First Aid Officer when required

### **Manual Handling**

- Being aware that manual handling represents a common risk factor in the day to day duties of Inner West Neighbour Aid staff and following any control measures, procedures or equipment put in place to minimise the risk of injury through manual handling
- Attending training on manual handling and adopting training information so as to safely carry out work tasks in relation to manual handling (if required)

### **Driving and Transport Responsibilities**

- Having a clear understanding and knowledge of all current policies and procedures relating to driving and transport whilst on duty and complying with any actions or procedures stipulated within

### 3.0 PERSON PROFILE

#### Essential Criteria

- Qualifications and experience in a relevant discipline, including aged care, community services, disability services, diversional therapy, social sciences or related field
- Experience in a team leader position within a community aged care or disability setting
- Experience in developing and setting up centre based and community programs
- Excellent communication, organizational and time management skills
- Strong understanding of Workplace Health and Safety
- Strong client records and data management skills, computer skills and willingness to undertake further training if required
- Food Handling Certificate Level 1 or willingness to undertake same
- Senior First Aid Certificate or willingness to undertake same
- Current NSW Drivers Licence

#### Desirable Criteria

- Experience working with volunteers
- Understanding of Commonwealth Home Support Program funding

#### Employee:

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

#### Direct Supervisor:

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_