

Position Description



Diversitat is a registered charity that has been serving the Geelong community for more than 40 years. Today we operate across 10 sites delivering a range of services including settlement, training, education, youth programs, financial counselling and disability and aged support. We also operate Pulse radio and TV, The Base, the Oppe Shoppe and various events including the famous Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. We act and behave on a daily basis according to our values of dignity, respect and acceptance, both with our clients and amongst each other. These values are a key part of our identity and are what brings us together and makes us successful at what we do.

Position Details

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| Position Title | Access and Support Worker |
| Job Type | Full Time or Part Time |
| Hours of work | 38 hours per week or 30 hours per week |
| Reports to | General Manager Aged Support |
| Position Area | Healthy Living Centre |
| Location | Aged Support and other various locations |
| Award | Social, Community, Home Care and Disability Services Award 2010 |
| Date | July 2020 |

Position Requirements

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| 1. Position Purpose | The role will assist Commonwealth Health Support Program (CHSP), Home and Community Care and Program for Younger People (HACC PYP) eligible clients with complex needs due to diversity and their carers to navigate the service system and access services as required. |
| 2. Main duties | <ul style="list-style-type: none">• Provide high quality support on a short-term basis, to frail older people, people with disabilities who have complex needs due to diversity, and their carers to navigate the service system and access services as required;• Utilise My Aged Care to manage referrals to programs, including accepting, rejecting and acting on referrals;• Manage and meet targets for individual service provision and enter regulatory data into the appropriate collection systems (i.e. DEX, My Aged Care etc.);• Support eligible clients and/or carers to access HACC PYP or CHSP services, and other services in accordance with the practice guide for HACC Access and Support roles 2013 and the CHSP manual July 2020;• Support clients at meetings and appointments, NDIS applications and assist with registrations onto My Aged Care when required or as requested;• Advocate on behalf of clients and empower people to self-advocate, including liaising with carers and other service providers;• Communicate effectively and respectfully with people using interpreters or translated material when appropriate;• Participate in meetings internally and externally with stakeholders, develop a strong relationship with ECCV and participate in relevant professional development opportunities; |

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| | <ul style="list-style-type: none"> • Maintain accurate and accessible records, progress notes on each client, client management system – Salesforce, Organisational Access Updates and share the data with relevant parties. |
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Key Selection Criteria

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| 1. Qualifications | <ul style="list-style-type: none"> • Minimum Certificate IV in Individual Support (and or Aged Care) or equivalent; • Knowledge of assistance with medication, infection control protocols and COVID Safe practices; • Current Victorian drivers licence. |
| 2. Skills | <ul style="list-style-type: none"> • Ability to advocate on behalf of clients and empower people to self-advocate; • Demonstrated ability to work sensitively and diplomatically with a diverse range of individuals and service providers; • Effective, respectful oral and written communication skills including using interpreters and translation services; • Ability to work independently and as part of a team; • High levels of compliance, record keeping and ability to produce detailed reports; • Maintain privacy and confidentiality through well-developed and targeted support systems and by gaining client consent to share information when necessary; • Excellent knowledge of health services, technology and resources available for older people and their carers; • Ability to work within a strength-based approach and client centred care models. |

Other Terms and Conditions of Employment

- All Staff to adhere to Diversitat's Council's Equal Opportunity policies, as well as act in accordance with the Charter of Human Rights. Ensure behaviour in the workplace does not discriminate, bully or harass others.
- All staff are to adhere to Diversitat's OH&S policy including the requirement to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OH&S representative, and all staff are encouraged to raise health and safety concerns with management.
- Employment is subject to the satisfactory completion of a Police Check, Disability Worker Exclusion List Check, Victorian Employee Working with Children's Check, Work Rights Check and/or Medical Check. Diversitat will pay for the costs associated with a Police Record Check and/or requested Medical Check. The Working with Children Check cost will be the responsibility of the employee.
- Prior to any person being appointed to this position it will be required that they disclose full details of any previous Workers Compensation claims.
- All other conditions as per Diversitat Policies and Procedures Manual.
- All staff at Diversitat are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that all staff will maintain contemporary knowledge of the policy and enact the policy at all times. All staff have a responsibility to raise any concerns they have about child safety to their direct manager or senior manager immediately.

Diversitat Statement of Commitment to Child Safety:

Diversitat is committed to providing a child safe environment. We have zero tolerance of any abuse or mistreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives. We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities.

Whilst these conditions are generic in an attempt to provide an overview, specific terms and conditions pertained to an employee are contained in the employment contract. It is not the intent of the position objectives/duties to be entirely prescriptive. The position objectives/duties are a description of the key areas. There may at other times be activities which will be required which are not described herein, however they will not be outside of the position purpose statement and will at all times be made in consultation and agreement with the incumbent.

At Diversitat we are committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us – if you meet the above requirements, we encourage you to apply. If you would like further information about this role or if you have any particular access requirements please contact our office.

Acceptance of Offer

I have read, understood and accept the above position description.

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| Employee Name | _____ | |
| Employee Signature | _____ | Date _____ |
| Manager Name | _____ | |
| Manager Signature | _____ | Date _____ |