



# Position Description

Position Identification			
Position Title:	COVID-19 Response Support Worker		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:	2062	Effective Date:	1 March 2021
Location:	Working from home, outreach and some visits to Office		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Community Helath Centre (Stand Alone Services) Social and Community Service Employees Mutli Enterprise Agreement <ul style="list-style-type: none"><li>SACSE Level 4</li></ul>		
Organisational Context			
Divisional:	COVID-19 Response		
Program:	HRAR	Unit: COVID-19 Response	
Organisational Chart	<pre>graph TD; GM[General Manager COVID19 Response &amp; Recovery] --&gt; M[Manager COVID19 Response]; M -.-&gt; HRA[HRAR Marketing &amp; Communications Advisor (Part of Merri Marketing and Communications Team)]; M --&gt; HRA_TLO[HRAR Team Leader, Operations]; M --&gt; PEL[Partnership Engagement Lead]; M --&gt; HRA_AL[HRAR Administration Lead]; HRA_TLO --&gt; SW[8 HRAR Support Workers (with capacity to upscale if required)]; PEL --&gt; PEO[4 Partnership &amp; Engagement Officer/s]; HRA_AL --&gt; ASO[Administration support officer];</pre>		
Position Summary			
<p>In August 2020 the Department of Families, Fairness &amp; Housing (DFFH), previously known as the Department of Health and Human Services (DHHS) appointed Merri Health as lead provider of the High Risk Accommodation Response (HRAR) within the northern region and the City of Moreland.</p> <p>The High-Risk Accommodation Response (HRAR) has been established to prevent, prepare for and respond early to reduce the risk of transmission of coronavirus (COVID-19) infection, in high risk, shared facilities accommodation.</p> <p>HRAR works to ensure appropriate public health measures are in place to protect the health and wellbeing of residents This includes culturally appropriate and accessible services and supports (including health and social services, food and essential supplies) and community engagement strategies are available to residents. Promoting the Victorian vaccination rollout as well as linking in to health and social supports is an important component of the program.</p> <p>DFFH determine which properties are in scope for HRAR and include one high-rise public housing</p>			



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estate; low-rise public housing as well as non-government managed accommodation including Supported Residential Services (SRS); Rooming houses; High-risk community housing and other high-density settings with vulnerable populations as determined in scope by DFFH.

## Position Accountabilities

### Responsibilities

Daily duties will be diverse including a wide range of community engagement activities, such as:

- Working flexibly and collaboratively with all team members
- Support managers, proprietors and residents of HRAR in scope properties with prevention and preparedness and planning.
- Engaging with residents within HRAR settings to promote COVID-19 safe practices including provision of relevant referral information, testing locations, up to date COVID-19 related information relating to the roll out of the COVID-19 vaccination program, and government advice.
- Engaging with both internal and external stakeholders to support HRAR objectives.
- Ensuring all engagement and communications are inclusive and culturally appropriate and accessible for all communities.
- Assess health risk status of sites (e.g. shared spaces) and identify corresponding risk mitigation measures to prevent the spread of COVID-19 and eliminate other causes of harm.
- Identifying barriers and challenges to COVID-19 safety, testing & vaccine hesitancy for vulnerable groups and communicate this to line manager to enable consultation with key stakeholders to overcome these barriers.

#### Program & administrative duties

- Contribute to accurate and timely data collection, professional documentation and reporting requirements in accordance with organisational and program requirements.
- Actively contribute to initiatives planning and coordination to fulfil HRAR objectives.
- Actively participate in regular team meetings and regular supervision.

#### Other Duties

- Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.
- Undertake any reasonable additional tasks as directed by Merri Health.
- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.
- Practice complies with professional registration, national code for health care workers and delegated scope of practice.

### Safety and Risk

#### Occupational Health & Safety (OHS)

- All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks.

#### Physical Inherent requirements (PIR)

- Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions
- Incorporates computer based activities, where employees are required to



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	<p>maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes</p> <ul style="list-style-type: none"> <li>• Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li> <li>• May be required to occasionally lift and carry items weighing up to 10kgs</li> </ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"> <li>• Be proactive in risk identification, notification and management.</li> <li>• Comply with Merri Health's policies and procedures</li> <li>• Participate in quality improvement activities and engage clients in these activities when relevant.</li> </ul> <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<b>Capabilities</b>	<p>All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.</p>
<b>Key Selection Criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in Nursing, Social Work, Community Development, Community Psychology, or equivalent as determined by Merri Health.</li> <li>• A minimum of three years of experience in a related sector.</li> <li>• Experience in engaging with a wide range of communities and backgrounds, including individuals with complex needs, behavioural challenges, chronic psychiatric disabilities and/or intellectual disabilities, and/or brain injury, addictions, homelessness.</li> <li>• Highly developed interpersonal and communication skills.</li> <li>• Demonstrated sensitivity, compassion and insight in working with people of diverse backgrounds.</li> <li>• Willingness to work flexibly, responsibly and productively in a dynamic, changing environment.</li> </ul> <p>Sound computer and technology skills</p> <ul style="list-style-type: none"> <li>• Ability to work autonomously and as part of a small multidisciplinary team and in a fast-paced team environment.</li> <li>• Sound time management skills and the ability to effectively prioritise competing demands</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Sound knowledge of Infection control principles and strong interest, desire and capacity to upskill in this area</li> <li>• A relevant community language</li> <li>• Previous experience in working with residents within High Risk Accommodation Settings/homelessness sector.</li> </ul>
<b>Checks, Licences and Registration</b>	<ul style="list-style-type: none"> <li>• Right to work in Australia</li> <li>• National Police check</li> <li>• Current full or probationary Drivers Licence</li> </ul>



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	<ul style="list-style-type: none"><li>• Statutory Declaration</li><li>• Immunisation Category C</li></ul>
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