



Position Description

Position Identification			
Position Title:	Social Support Program Support Worker		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:	2219	Effective Date:	December 2021
Location:	Brunswick West & Glenroy		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification: HR Use Only*	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement <ul style="list-style-type: none"> SACSE Level 2 		
Organisational Context			
Divisional:	Aged & Primary Care		
Program:	Aged Care	Unit: Social Support Programs	
Organisational Chart	<pre> graph TD Manager["Manager Home Care & Social Connections"] --- TeamLeader["SSP Team Leader"] TeamLeader --- Supervisor["SSP Program Supervisor"] Supervisor --- SupportWorker["Support Worker"] </pre>		
Position Summary			
<p>The Social Support Program (SSP) is designed to enhance people’s independence by promoting physical activity, cognitive stimulation, healthy nutrition, emotional wellbeing and social inclusion. SSP services are person centred and underpinned by the Wellness and Reablement principles and approach. The SSP is designed to support care relationships and the individual’s ability to remain living in the community by providing a range of enjoyable and meaningful activities.</p> <p>Merri Health offers a range of centre, community based and telehealth activities catering to the needs of frail older people, people with memory loss and their carers. These services are compliant with legislative requirements, are provided in a safe environment and are responsive to participant needs, goals and aspirations.</p> <p>Under the direction of the Leadership Team, the Support Worker is responsible for the day to day operations across all SSP service modalities based at various Merri Health sites, community venues or the client’s home. The Support Worker will use a person centred approach.</p>			



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Position Accountabilities

Responsibilities

Service Delivery Responsibilities

- Work across all SSP service modalities including centre & community based group programs, in home & community access individual support, group & individual telehealth activities.
- Provide a comfortable, safe and welcoming environment for clients
- Develop and maintain an environment that is cheerful, comfortable, clean and hygienic.
- Practice complies with national code for health care workers.
- Implement wellness and reablement based activities in a flexible and responsive manner.
- Ensure services are responsive to the decisions, choices, needs and aspirations of the individual.
- Ensure planning and support is tailored, flexible, responsive and appropriate to the individual.
- Encourage participants to participate in activities respecting diversity, individual interests and abilities.
- Identify and include participant's goals in activities as per care plan.
- Ensure clients' individual needs are attended to, including personal care.
- Follow Merri Health Policies and Procedures relevant to medication.
- Monitor clients and report any concerns to the Program Supervisor or Program Leader in a timely manner.
- Respond to incidents and emergencies as per Policies and Procedures.
- Assist with client transport including:
 - Assisting clients getting on and off the vehicle;
 - Driving Merri Health vehicles including mini-buses.
- Develop and maintain positive relationships with clients' families and/or carers.
- Develop and review client care plans and goal plans.

Non Client Facing Responsibilities

- Participate in program planning, review and evaluation.
- Engage, support and value volunteers to be part of the program.
- Under direction of Program Supervisor, assist with planning and preparing for program activities.
- Enter client data and maintain case notes on client information management system.
- Participate in structured supervision and annual Individual Performance Reviews.
- Attend team and Merri Health meetings as required.
- Complete all training as required.
- 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.



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<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> 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. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> 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 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. Sound upper limb joints, with the ability to withstand repetitive upper limb activity. May be required to occasionally lift and carry items weighing up to 10kgs. <p>Quality & Risk</p> <ul style="list-style-type: none"> Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. Understand and implement accreditation standards that apply to team and organisation. Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements. Support staff to understand and apply new and changed policies and procedures. <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 and the GLBTIQ community to join our workforce.</i></p>
<p>Capabilities</p>	<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>
<p>Key selection criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> Formal qualifications in aged care services (including the Personal Care module). Knowledge of Wellness & Reablement principles and approach. Experience and skills in supporting of people in the community sector and their families. Participate in regular supervision with Line Manager as per Merri Health policies and procedures. Participate in Annual Performance Review process as per Merri Health policies and procedures. High level interpersonal and communication skills. Computer literacy.
<p>Desirable</p>	<ul style="list-style-type: none"> Familiarity with the Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP).



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	<ul style="list-style-type: none">• Knowledge of relevant quality frameworks and standards.• A second language relevant to the area (Italian, Turkish, Greek, Arabic).• Food Safety qualifications.• Ability to drive a mini bus (12 seater).• Knowledge of a relevant Client Information Management System.• Working with Children Check
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check (NPC)• Current full Drivers Licence• Current First Aid qualifications (level 2), including current CPR• Immunisation Category A• Proof of COVID Vaccination