

Position information

Position Title:	Social Support Officer
Classification:	Band 5
Reports to:	Social Support and Community Transport Team Leader
Division:	Community and Customer Experience
Department:	Community Care

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

How we work together

Our values and behaviours underpin all the work we do and are the foundation for the development of One Bayside.

We hold ourselves and each other accountable to our shared values and behaviours of **Respect Each Other, Own It, Work Together** and **Find Better Ways**.

Position Purpose

The key purpose of the Social Support Officer role is to:

- Assist the Social Support and Community Transport Team Leader to lead the social support and community transport programs that deliver a range of stimulating and interest-based activities to older clients.
- Develop service specific support plans and review their relevance in response to clients' changing needs and goals.
- Provide a diverse range of tasks under the supervision and guidance of the Team Leader.

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Position – Key Functions, Accountabilities & Outcomes

Key Functions	Accountabilities	Outcomes
Assist the Social Support and Community Transport Team Leader in the leadership, coordination, support and supervision of programs and staff.	- Research, plan and develop a range of stimulating activities in consultation with clients. - Support and guide program assistants to achieve their responsibilities. - Backfill the Team Leader during periods of leave.	- Client and staff survey results indicate high levels of engagement and satisfaction. - Program assistants performance is maintained at the required standard.
Assist the Social Support and Community Transport Team Leader in the monitoring and review of ongoing and changing needs of clients and their carers.	- Monitor client wellbeing and provide appropriate responses to their needs and safety concerns. - Client needs reviewed and support plans updated at least once every 12 months	Clients continue to receive relevant services.
Assist the Social Support and Community Transport Team Leader to action referrals for services received from assessment services including completion of service priority of access, an agreed service plan and confirm service fee.	- Complete client service plans and ensure they reflect the aspirations and agreed goals of the client. - Monitor the work environment and report any hazards or safety concerns. - Establish fees in accordance with each client's capacity to pay.	Eligible clients receive appropriate, affordable and agreed services.
Maintain accurate and timely information and ensure the security of all confidential client and service information.	- Document information and client interactions in the client management system, as required. - Ensure client information is restricted and shared on a "needs to know" basis.	Client information is managed in consideration of Privacy and Health Record Acts.
Actively participate as a member of the Community Care team, incorporating a culture of continuous improvement.	- Provide suggestions and system improvement opportunities. - Respond to telephone calls and client enquiries as required.	Client and stakeholder expectations continue to be met and/or exceeded

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Position - Organisational Relationships

Key Internal Contacts: Service Delivery Staff
Home Care Packages Care Managers
Regional assessment team
Other Council Staff

Key External Contacts: Clients, their carers and families
Health and service provider professionals

Position - Delegations

Financial Delegations: Not applicable

People and Position Delegations: Not applicable

Position – Skills and Competencies

Accountability and Extent of Authority	Under the direction of the Social Support and Community Transport Team Leader and within the policies and procedures of Council, the officer is responsible for: • Providing advice and support to clients and staff. • Undertaking non-complex reviews of older persons, persons with a disability and their carers to facilitate referrals for assessment and review by assessment services. • Developing appropriate and non-complex service plans in accordance with support plans developed by assessment services. • Decision making and actions that may have an impact on individual clients but is subject to review by more senior officers.
Judgement and Decision Making	• The officer is required to make and solve a range of operational issues and make decisions based on professional knowledge, established policies, guidelines and previous experience. On occasions decisions will require creativity and originality that will require a discussion with the Team Leader for approval. • Guidance and advice is always available.
Interpersonal Skills	• Ability to gain cooperation from clients and staff. • The ability to work within a team environment.

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	• Well developed problem resolution skills. • Excellent written and verbal communication skills.
Qualifications and Experience	• Tertiary qualification in a management, health, allied health, community development, social science or related discipline would be well regarded and/or significant experience working with older people in a community setting. • Experience in staff leadership would be advantageous. • Knowledge and understanding of aged care socialisation programs and their development. • Intermediate skills in Microsoft Office applications. • Previous experience with Aged and Disability Services software would be an advantage. • Current Victorian drivers licence. • The successful applicant must be prepared to undergo a Police Check and ongoing police checks every three years and maintain a working with children check.
Specialist Skills and Knowledge	• An understanding of the needs of and issues affecting older people, people with disabilities and their carers. • The ability to communicate with older people, people with disabilities and their carers. • An understanding of the services available to meet the needs of older people and people with disabilities. • An ability to respond to client issues in a logical and considered manner.
Management Skills	• Excellent time management and organisational skills. • The ability to work with a team of staff promoting a positive commitment to a customer service culture.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: ***Respect Each Other, Own It, Work Together, Find Better Ways.***
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.

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Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.
- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.

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- Maintaining a valid Working with Children Check.



Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

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