



West Wimmera Health Service

Position Description

Position:	Support Worker
Location:	Various locations across WWHS catchment areas
Reporting to:	Community Packages Manager
Division:	Community Health Division
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (or other Award as applicable, if part of a dual role)
Level:	Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroce, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Values

Total Care - *delivering care that is safe, effective and person-centred, always*

Safety – *providing a safe workplace and services free from avoidable harm*

Unity - *working well together in a great place to work*

Accountability - *doing the right thing by our stakeholders and ourselves*

Innovation – *using our imagination - if there's a better way we will find it*

Our Strategic Directions

Strategy one	Empower our community to live their best life
Strategy two	Invest in population health
Strategy three	Build partnerships for healthier communities
Strategy four	Harness technology and innovation
Strategy five	Strengthen our workforce capacity

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • WWHS Employees, including Support Workers • Manager Community Packages • Executive Director Community Health 	<ul style="list-style-type: none"> • Clients, families and carers/advocates • Community members • Community organisations and external service providers

Position Overview:

Provision of in-home and community based supports which enable people to maintain and/or increase their independence.

Key Selection Criteria:**Essential:**

1. Effective communication and organisational skills.
2. Worker screening clearance – NDIS Worker Screening Check and Working With Children Check
3. Commitment to principles of empowerment, inclusion, choice and control when supporting people to maximize their independence, and participate in community life.
4. Current First Aid Certificate Level 2, or willing to obtain.
5. Immunisation history of COVID-19 vaccinations.
6. Victorian Drivers Licence.

Desirable:

1. Qualification (Certificate or above) in Aged Care, Disability, Individual Support, Community Services, or equivalent field.
2. Previous experience working in a community or residential aged care or disability setting.

Key responsibilities:

1. To provide support services for individuals receiving community based support packages, including Traffic Accidents Commission (TAC) clients, National Disability Insurance Scheme (NDIS) participants and/or community aged care Home Care Packages (HCP) clients.
2. Assist clients/participants to achieve their individual goals, as outlined in their Support Plan or Care Plan.
3. Undertake “key worker” responsibilities, where allocated, as per the WWHS Key Worker guidelines
4. Promote positive community attitudes in relation to disability, ageing and inclusiveness.

Statement of duties:**Professional Practice:**

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.

- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, Aged Care Standards and NDIS Standards) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings. This is a mandatory requirement of your ongoing employment with WWHS.
- Work in accordance with West Wimmera Health Service's Code of Conduct and the NDIS Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the client or participant's condition.
- Assist clients/participants to achieve their individual goals, as outlined in their Support Plan or Care Plan.
- Complete all documentation as required, including daily support logs and progress notes.
- Undertake Key Worker responsibilities for specific clients/participants if allocated this role.
- Awareness of client Rights and Responsibilities, including awareness of how to access advocacy services and how to make a complaint or provide feedback.

Quality, Safety and Risk Management:

- Understand and comply with the Support Worker Scope of Practice Policy
- Immediately escalate any concerns in relation to any quality or safety issues related to the provision of supports to the Manager Community Packages or, in their absence, the Executive Director Community Health or another Executive Director.
- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations, and actively work with other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Support Workers, clients/participants, families and carers, and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

Direct Reports:

N/A

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By: Executive Director of Community Health
Name:
Signature: Date:

Position Incumbent Name:
Signature: Date: