



## West Wimmera Health Service

### Position Description

<b>Position:</b>	<b>Social Support Assistant</b>
<b>Location:</b>	Based at Kaniva, but may be required to work at other sites as mutually agreed upon
<b>Reporting to:</b>	Social Support Supervisor
<b>Division:</b>	Community Health
<b>Award:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
<b>Level:</b>	IN31 – Social Support Assistant Grade 1 IN32 – Social Support Assistant Grade 2 IN33 – Social Support Assistant Grade 3

#### 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, Goroke, 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"> <li>• WWHS Employees</li> <li>• Social Support Staff – all sites</li> <li>• Social Support Supervisor</li> <li>• Executive Manager &amp; Executive Director Community Health</li> <li>• Nursing and Allied Health Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Clients &amp; family members/carers</li> <li>• Community</li> </ul>

**Position Overview:**

Social Support staff are responsible for planning and organization of group sessions and assist in the efficient daily operation of the Social Support Group programs and activities/outings.

**Key Selection Criteria:****Essential:**

1. Effective communication and organisational skills.
2. Worker screening clearance – police check, working with children check and DWES (Disability Worker Exclusion Scheme check).
3. Immunisation history of COVID-19 vaccinations.
4. Hold a Victorian Driver's License.
5. Obtain a Victorian Taxi Directorate within 3 months of employment with WWHS, at your own cost.
6. Hold a current First Aid Certificate.

**Desirable:**

1. Previous experience in roles such as an Activity Supervisor, Nurse, Personal Care Worker, or Allied Health Assistant, would be desirable.

**Key responsibilities:**

- To support Social Support group members and assist in delivering quality services for Social Support Group sessions, activities and outings, whilst adhering to the Commonwealth Home Support Programme (CHSP) & Home and Community Care (HACC) guidelines.
- To provide care and supervision to clients in line with the promotion of an independent living environment.
- To adhere to philosophies and policies of West Wimmera Health Service, and ensure compliance with all regulatory and statutory requirements.

**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 Act etc.) 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.
- When required, must be willing to change your regular working days to attend additional training and special events.
- Hold current Basic Life Support Certificate (external to WWHS), and undertake regular updates as required.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Recognise, respond and escalate changes in the patients'/clients' condition.
- Organize group sessions to provide mental and physical stimulation and social contact. E.g. games, quizzes, films, exercises, etc.
- Become familiar with each individual with abilities, disabilities, needs, goals & aims of treatment.
- Advise clients in activity choice, aim for therapeutic value and encourage completing each project.
- Assist in maintaining the clients' previous interests and hobbies, as well as introducing the client to new and interesting activities.
- Arrange outings for clients.
- Assist with meal distribution.
- Maintain a record in UNITI for client attendance at Social Support Group.
- Ensure that confidential information is not discussed outside the unit.
- Ensure economy in the use of supplies and equipment.
- Perform other associated duties as required.
- Demonstrate a commitment to positive promotion of the organisation within the community.
- To have the ability to cope with rapidly changing circumstances and quickly grasp new concepts.
- To have the ability to liaise and cooperate with other staff and senior managers both within and external to the organisation and co-ordinate all relevant communications to them.
- To have the ability to cope with conflict and ensure a safe outcome is delivered for staff and customers.

#### **Quality, Safety and Risk Management:**

- 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 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 team members, customers, volunteers 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.

<b>Authorised By: Executive Director Community Health</b>	
<b>Name:</b>	
<b>Signature:</b>	<b>Date:</b>

<b>Position Incumbent Name:</b>	
<b>Signature:</b>	<b>Date:</b>