



West Wimmera Health Service Position Description

Position:	Support Worker Supervisor
Location:	Based at Nhill but may be required to work across all sites as mutually agreed upon
Reporting to:	Community Packages Manager
Division:	Community Health
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
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 (WWHS). 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 Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

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.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• WWHS Employees, including Support Workers• Community Packages Manager• Executive Director Community Health	<ul style="list-style-type: none">• Clients, Participants, Carers and Families• Community Members• External organisations and service providers

Position Overview:

To provide supervision to the direct care workforce. This role is responsible for supporting the direct delivery of community care services into individuals' homes. The Support Worker Supervisor will ensure that direct care is delivered in a consistent manner with a focus on quality, person focused care, strong customer service skills and that direct care workers have up to date knowledge and skills.

Key responsibilities:

The Support Worker Supervisor maintains the following primary responsibilities:

- Line management of Support Workers and Social Support Group staff.
- Ensures that a high quality community care service is delivered with a focus on strengthening client independence.
- Ensures commitment to continuous improvement and delivery of quality, person focused service.
- Leads quality assurance activities and support accreditation requirements.
- Forms and manages relationships with direct care workers and clients to ensure person focused care is delivered.

- Forms and manages relationships within the community services directorate, working with multidisciplinary teams to ensure person directed and focussed care.
- Employs professionally appropriate communication styles in a range of contexts.
- Manages self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth.
- Undertakes on call duties on a rotational basis.

Statement of duties:

Professional Practice:

- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Provide frank, impartial and timely advice to the organisation; high quality services to the organisation and the community; and identify and promote best practice.
- Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- Make decisions, and provide advice on merit and without bias, caprice, favouritism or self-interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- The treatment of others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. The ability to maintain confidentiality and to recognize the rights, dignity and independence of all people.
- Professionally interact with West Wimmera Health Service staff and members of the public
- Promote positive community attitudes in relation to disability, ageing and inclusiveness.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, NDIS National Standards, and Aged Care 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.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Perform other duties delegated as reasonably required by Manager Community Packages.
- Recognise, respond and escalate changes in the patient's condition.

Quality, Safety and Risk Management:

- Ensures Support Workers and Social Support staff's commitment to client centred care.
- Communicates effectively with all members of the team, including Support Workers and Social Support staff, community services team and clients, as required to ensure client's needs are met.
- Timely response and escalation of client concerns.

- Develops a team which is considerate of diverse health, cultural needs and language preferences of clients.
- Ensures staff work to a standard that is hygienically acceptable.
- Ensure staff have an understanding of infection control issues in the workplace and remedial actions.
- Work with management and the Education Department to support training needs of Support Workers.
- Develop a supervision and audit schedule and implement with the Support Worker team.
- 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 Management.
- Activity participate in relevant accreditation processes.
- 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:

- Develop an effective communication approach with Support Worker staff to ensure they are up to date with key information and feel part of the community care and wider West Wimmera Health Service team.
- 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 Community Care 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.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria:

Essential:

1. Demonstrated leadership skills
2. Highly effective communication skills and ability to relate to people of all backgrounds, skills and abilities.
3. Effective Organisational skills
4. Competence in using and operating computer software packages including Microsoft Office suite of programs – Outlook, Word & Excel.
5. Demonstrated ability to learn and use other software.
6. Ability to multi-task and be able to prioritise tasks.

Desirable:

1. Certificate 3 or higher in Aged Care, Disability, Individual Support, Business, Human Resources or Management.
2. Experience in the disability and/or aged care field.
3. Previous experience in managing staff.
4. Competence in using Pay Global, HCM (Home Care Manager).

Pre-Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's Licence

Internal Direct Reports:

- Community Care Support Workers

External Direct Reports:

- Nil.

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: Alex Hall
Signature: _____ Date: _____

Position Incumbent Name:
Signature: _____ Date: _____