



West Wimmera Health Service Position Description

Position:	Social Support Assistant
Location:	Based at relevant WWHS site, and may be required to work at other sites as mutually agreed upon
Reporting to:	Social Support Supervisor (or Executive Director of Community Health in the absence of Social Support Supervisor)
Division:	Community Health
Award:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025
Level:	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, 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 • Social Support Staff – all sites • Social Support Supervisor • Clinical Manager Community Nursing & Executive Director Community Health • Nursing and Allied Health Staff 	<ul style="list-style-type: none"> • Clients & family members/carers • Community

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 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 you are aware of the West Wimmera Health Service's emergency procedures.
- 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:

- 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.
- 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. Effective communication and organisational skills.
2. Obtain a Victorian Taxi Directorate within 3 months of employment with WWHS, at your own cost.
3. Hold a current First Aid Certificate.

Desirable:

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

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:

N/A

External 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 Community Health	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date: