

BENDIGO COMMUNITY HEALTH SERVICES

POSITION TITLE: SOCIAL SUPPORT GROUP ASSISTANT

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| Name: | |
| Position number: | 4210 |
| Award/Agreement: | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017 |
| Classification: | Social and Community Services Employee - Level 2 |
| Site: | Elmore however the position may work from any Bendigo based BCHS site as negotiated |
| Hours per fortnight: | 39.0 hours per fortnight |
| Tenure: | Ongoing |
| Position description developed: | March 2019 |
| Responsible to: | Social Support Coordinator |

PO Box 1121
Bendigo Central
Victoria 3552

Central Site:
Ph: (03) 5448 1600
Fax: (03) 5441 4200

Eaglehawk Site:
Ph: (03) 5434 4300
Fax: (03) 5441 4200

Kangaroo Flat:
Ph: (03) 5430 0500
Fax: (03) 5441 4200

**Elmore Primary
Health:**
Ph: (03) 5432 6001
Fax: (03) 5432 6101

Vision

Better Health and wellbeing across generations.

Mission

Working hand in hand with our community to achieve healthier lives.

Values

- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic health care as a basic human right.
- **Integrity**
We are authentic, accountable and we honour our obligations.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.

Strategic Directions

1. **Programs for Equity**
Commitment to achieving equitable health and wellbeing.
2. **Consumer and Community Centred Organisation**
Understand and respond to community needs and consumer's lived experience.
3. **Quality, Safety and Consumer Experience**
Deliver the best consumer experience that is of consistent quality, safe and evidence-based.
4. **Sustainability**
Sustainable for purpose organisation.

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Position Role

The role of the position is:

- To contribute to the provision of high quality, effective consumer care which reflects the philosophy and objectives of the Elmore Social Support Group and Bendigo Community Health Services (BCHS).
- To build positive relationships based on dignity and respect and support people to develop their potential and assert their rights.

Position Responsibilities

The responsibilities of the position are:

- Deliver a regular planned activity program specifically aimed at reablement, restorative and wellness approach of the individual member.
- Provision of optimal mental and physical stimulation customised to individual member needs.
- Foster and maintain professional relationships with team, visitors and community groups.
- Maintain health and safety and infection control compliance.
- Participate in ongoing professional development.

The Role of the Team

The team provides social support to older, isolated and disabled individuals by providing appropriate out of home activities. These activities are designed to contribute to and enhance the physical, intellectual, psychological, social and emotional well-being and independence of the participants in order that they may continue to live as independently as possible, whilst providing respite and support for their Carer's.

Key Selection Criteria

Essential

1. A Certificate III in Aged Care or related discipline.
2. Demonstrated experience in working in an aged/disability support program.
3. A sound knowledge of the Commonwealth Home Support Program (CHSP), Home and Community Care Services (HACC) and Social Support/Planned Activity Group.
4. Excellent interpersonal skills and communication skills with consumers, Carer's and families, staff and other service providers.
5. Demonstrated ability to work as a member of a multidisciplinary team.
6. Current Apply First Aid Certificate.
7. Current Perform CPR Certificate.
8. A current Driver's Licence.
9. A current Working with Children Check (employee).

Desirable

1. The ability to build and develop positive relationships with consumers.
2. Intermediate to high level skills in Microsoft Office programs.
3. The ability to confidentially maintain accurate records in accordance with BCHS procedures.
4. Experience working in a similar program.

Probationary Period

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with

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your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

Staff Review and Development (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

Communication and Team Work:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

Administration and Documentation:

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide comprehensive service delivery to consumers and support for their Carer's according to Planned Activity Group and Social Support competency standards, HACC service agreement and accreditation standards.
- Demonstrate contemporary knowledge and skills in Planned Activity Group practice and working with older, isolated consumers and disabled individuals.
- Demonstrate ability to provide sensitive practice in response to consumer diversity.

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Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

Child Safety:

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

Other Essential Requirements

Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Callum Wright
Executive Director

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Agreed: Social Support Group Assistant