

BENDIGO COMMUNITY HEALTH SERVICE

POSITION TITLE: SOCIAL SUPPORT GROUP ASSISTANT

Award:	Community Health Centre (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2017
Classification:	Social and Community Services Employee – Level 2
Site:	This position is primarily based at our Elmore site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	As required
Tenure:	Casual
Position description developed:	August 2022
Responsible to:	Social Support Co-ordinator

We want (Vision)

Better health and wellbeing across generations.

We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

We strive for (Values)

- **Integrity**
We are authentic and accountable, and we honour our obligations.
- **Respect**
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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The Role of the Team

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

Position Role

The Social Support Group (SSG) Assistant assists the SSG Co-ordinator in the delivery of a regular social support group program specifically aimed at reablement, restorative and wellness approach to a member's individual health and welfare needs. This involves the provision of high quality, effective consumer care which reflects the philosophy and objectives of the Social Support Group and Bendigo Community Health Services. The position will require you to build positive relationships based on dignity and respect and support people to develop their capability, reach their potential, maintain their independence, 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 members, other services, visitors and community groups.
- Maintain health and safety and infection control compliance.
- Participate in ongoing professional development.
- Other duties as directed

Key Selection Criteria

Essential

1. A Certificate IV in Community Services/Ageing Support 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 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 and CPR Training.
7. The ability to provide vaccination status information that meets the requirements of healthcare workers.
8. A current Driver's Licence.

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.

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

Staff Review & 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.

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 and Social Support Group competency standards, HACC & CHSP service agreements and accreditation standards.
- Demonstrate contemporary knowledge and skills in Social Support / Planned Activity Group practice and working with older, isolated consumers and disabled individuals.
- Demonstrate ability to provide sensitive practice in response to consumer diversity.

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.
- Demonstrate understanding and behaviour to reflect that BCHS aims to treat all people with respect, values diverse perspectives and participates in diversity training opportunities.

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.

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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. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

Other Essential Requirements

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination status information that meets the requirements of healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

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

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

Other Information

- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.