**POSITION DESCRIPTION – TEAM MEMBER**

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| --- | --- | --- | --- |
| Position Title | Social Support Worker | Department | Social Inclusion |
| Location | Gosford, NSW | Direct/Indirect Reports | 0 |
| Reports to | Regional Operations Manager | Date Revised | 09/09/2021 |
| Industrial Instrument | Social Home Care and Disability Services Award |
| Job Grade | Job Grade 3 | **Job Evaluation No:** | HRC0044222 |

¢ **Position Summary**

A Social Support Worker works within the Social Inclusion Team to increase the connection of socially isolated people with their community. Activities may include visiting a person living in their own home, supporting a service user to attend activities in the community, and coordinating and participation in small and large group activities.

¢ **Position Responsibilities**

**Key Responsibilities**

* Assist the service user to access their local community for shopping, medical appointments and social activities
* Work with the service user to meet achieve increased social connections according to the Support Plan
* Treat all client-related information with respect and confidentiality
* Attend ongoing training and development workshops as offered by Australian Red Cross
* Attend monthly Support Worker meetings as required
* Maintain accurate electronic records as required
* Maintain a high standard of service provision
* In consultation with the Manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
* Carry out all duties in accordance with the Principles of Red Cross and the Code of Conduct

**¢ Position Selection Criteria**

**Technical Competencies**

**Essential**

* Experience working with frail aged people, people with a disability, and/or vulnerable people
* Willingness to transport service users to various locations throughout the Central Coast
* Understanding of, and commitment to working within a strengths-based approach
* Demonstrated ability to maintain professional boundaries and a commitment to ethical practice including confidentiality
* Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
* Basic proficiency in MS Office or similar software and experience using databases and email.

**Qualifications/Licenses and attributes**

**Essential**

* Current New South Wales driver’s licence
* Tertiary/Vocational qualifications in relevant discipline and/or experience working in the Community Care Sector
* Senior First Aid certificate or willingness to complete
* Good written and verbal communication skills

**Desirable**

* Other relevant skills including additional language
* Previous employment experience in Community Aged Care setting

**Physical Requirements for the Role**

* Driving for up to 40 minutes at a time to client’s home (without traffic).
* Assisting clients into and out of vehicles.
* Assisting with moving or lifting clients’ assistive equipment eg wheeled walkers
* Assist with Shopping including picking items from shelves, bagging, pushing shopping trolleys and carrying bagged items.
* Entering client properties and Homes that may include negotiating gradients, steps and roadside gutters and uneven terrain.
* General wellbeing and fitness to maintain an active support for clients

**CRITICAL WORK DEMANDS SOCIAL SUPPORT WORKER**

|  |  |  |
| --- | --- | --- |
| **TASK** | **Continuous - 100%-67%** | **Frequent - 66%-33%** |
| Sitting |  | Y |
| Driving |  | Y |
| Standing / walking more than 5 metres | Y |  |
| Walking more than 100 metres |  | Y |
| Walking on gradients / uneven surfaces / stairs |  | Y |
| Full body activity, incl push, pull, manoeuvre, lift |  | Y |
| Lifting / carrying items 5kgs and less |  | Y |
| Moving client assistive items (lifting/carrying items > 5 kgs) |  | Y |
| Talking and remaining alert | Y |  |
| Manual handling – assisting clients in and out of vehicles |  | Y |

**Behavioural Capabilities**

* **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
* **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
* **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
* **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
* **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
* **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

¢ **General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity  |  Impartiality  |  Neutrality  |  Independence  |  Voluntary Service  |  Unity  |  Universality**

* Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
* Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
* Comply with the Work Health and Safety management system
* Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.