

POSITION DESCRIPTION – TEAM MEMBER

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.