



Position Description

Position Identification			
Position Title:	Social Support Program Support Worker		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:		Effective Date:	
Location:	Work across all Merri Health sites and may be directed to travel between other destinations as reasonably directed by Merri Health		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification : HR Use Only*	Merri Health Enterprise Agreement 2021 Social and Community Services Employee – Grade 2		
Organisational Context			
Divisional:	Aged & Primary Care		
Program:	Aged Care	Unit:	Social Support Programs
Organisational Chart	<pre> graph TD Manager["Manager Home Care & Social Connections"] --- TeamLeader["SSP Team Leader"] TeamLeader --- Supervisor["SSP Program Supervisor"] Supervisor --- SupportWorker["Support Worker"] </pre>		
Position Summary			
<p>The Social Support Program (SSP) is designed to enhance people’s independence by promoting physical activity, cognitive stimulation, healthy nutrition, emotional wellbeing and social inclusion. SSP services are person centred and underpinned by the Wellness and Reablement principles and approach. The SSP is designed to support care relationships and the individual’s ability to remain living in the community by providing a range of enjoyable and meaningful activities.</p> <p>Merri Health offers a range of centre, community based and telehealth activities catering to the needs of frail older people, people with memory loss and their carers. These services are compliant with Commonwealth Home Support Program guidelines ,are provided in a safe environment and are responsive to participant needs, goals and aspirations.</p> <p>Under the direction of the Leadership Team, the Support Worker is responsible for the day-to-day operations across all SSP service modalities based at various Merri Health sites, community venues or the</p>			



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client's home. The Support Worker will use a person-centred approach – encouraging independence and choice - a wellness and reablement focus.

Position Accountabilities

Responsibilities

Service Delivery Responsibilities

- Work across all SSP service modalities including centre & community-based group programs, in home & community access individual support, group & individual telehealth activities, incorporating wellness and reablement practices
- Provide a comfortable, safe and welcoming environment for clients which is set up to meet their needs and is clean and hygienic
- Maintain the Food Safety program standards- when assisting with food preparation and service which will include all cleaning requirements. This includes completing the records for a Class 1 kitchen
- Practice complies with national code for health care workers.
- Implement wellness and reablement based activities in a flexible and responsive manner.
- Ensure planning, support and subsequent services are responsive to the decisions, choices, needs and aspirations of the individual.
- Encourage participants to participate in activities respecting diversity, individual interests and abilities.
- Identify and include participant's goals in activities as per care plan.
- Ensure clients' individual needs are attended to, including personal care, food allergies and specific dietary requirements
- Follow Merri Health Policies and Procedures relevant to medication.
- Monitor clients and report any concerns to the Program Supervisor or Program Team Leader a timely manner.
- Respond to incidents and Serious Incident Response Scheme (SIRS) and emergencies as per Policies and Procedures.
- Assist with client transport including:
 - Assisting clients getting on and off the vehicle.
 - Driving Merri Health vehicles including mini buses.
- Develop and maintain positive relationships with clients' families and/or carers.
- Develop and review client care plans and goal plans.

Non-Client Facing Responsibilities

- Participate in program planning, review and evaluation.
- Engage, support and value volunteers to be part of the program.
- Under direction of Program Supervisor, assist with planning and preparing for program activities.
- Enter client data and maintain case notes on client information management system.
- Participate in structured supervision and annual Individual Performance Reviews.
- Attend team and Merri Health meetings as required.
- Complete all training as required.

Commented [SDG1]: Do we need a statement in here about reablement?

Commented [SF2R1]: Is that enough

Commented [SDG3R1]: Yes that works



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	<ul style="list-style-type: none"> Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends. Undertake any reasonable additional tasks as directed by Merri Health. Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.
Safety and Risk	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> Involves some degree of sedentary tasks, walking around the program and on outings - alternating between seated and standing positions . May involve some bending when assisting clients with personal care Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes. Sound upper limb joints, with the ability to withstand repetitive upper limb activity. May be required to occasionally lift and carry items weighing up to 10kgs. <p>Quality & Risk</p> <ul style="list-style-type: none"> Actively participate in the risk management process including identification and analysis, control of deficiencies and escalating where required. Understand and implement accreditation standards that apply to team and organisation. Participate in quality and accreditation self-assessment(s) and support implementation of agreed improvements. Support staff to understand and apply new and changed policies and procedures. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the GLBTIQ community to join our workforce.</i></p>
Capabilities	<p>All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.</p>
Key selection criteria	
Essential	<ul style="list-style-type: none"> Minimum Certificate III in Aged Care/Individual Support/Disability or equivalent (must include the Personal Care module and First Aid). Knowledge of Wellness & Reablement principles and approach.



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	<ul style="list-style-type: none">• Experience and skills in supporting people in the community sector and their families.• Participate in regular supervision with Line Manager as per Merri Health policies and procedures.• Participate in Annual Performance Review process as per Merri Health policies and procedures.• High level interpersonal and communication skills.• Computer literacy.• Ability to drive a mini bus (12-seater).
Desirable	<ul style="list-style-type: none">• Familiarity with the Commonwealth Home Support Programme (CHSP) and Home Care Packages (HCP).• Awareness of the Aged Care Act and Aged Care Quality Standards.• A second language relevant to the area (Italian, Turkish, Greek, Arabic).• Food Safety qualifications.• Knowledge of a relevant Client Information Management System.• Working with Children Check
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check (NPC)• Current full Drivers Licence• Current First Aid qualifications (level 2), including current CPR• Immunisation Category A• Proof of COVID Vaccination/s• Statutory Declaration• Proof of work rights in Australia