

## Employee Position Description

Position Details		
<b>Position Title:</b> Support Worker Supervisor - Whitehorse	<b>Department:</b> Community/Social Support	<b>Agreement:</b> Victorian Stand-Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Workers) Multiple Enterprise Agreement 2022-26
<b>Reports To:</b> Team Leader, Aging and Social Support	<b>Location:</b> Whitehorse. May also be required to work across Yarra, Boroondara, and Manningham Local Government Areas	
<b>Direct Reports:</b> NIL	<b>Employment Status:</b> Part Time	<b>Classification:</b> Lifestyle Assistant Grade 3
Position Primary Purpose		
<p>This position provides leadership and supervision to a team of support workers, supporting the day-to-day delivery of client centred and reabling care through the development of staff skills and competency.</p> <p>This position will provide support to people in a centre, community or in-home setting with a focus on wellbeing and restorative care. Our team support people to access the community and social support programs.</p> <p>The position will work with support staff and the Team Leader, Aging Social Support and to develop and deliver programs and activities, and will be required to document client support needs, strategies and interests in care plans and progress notes.</p>		
Decision Making Authority		Key Relationships
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>Decisions relating to program delivery</li> <li>Decisions relating to the day to day supervision of the staffing team</li> <li>Meeting the client's needs within the framework of the program and the stated objectives outlined in the client's Care Plan, including initiating emergency procedures when necessary.</li> <li>Managing and prioritising workloads within the context of the program</li> </ul>		<b>Internal</b> <ul style="list-style-type: none"> <li>Team Leader, Carers and Social Support</li> <li>Other Support Workers</li> <li>Lifestyle Coordinator</li> <li>Admin Support</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>Clients and their families/carers</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Key Accountabilities	
Focus Areas	Responsibilities
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Provide leadership and support to the Team including the promotion of an active learning environment</li> <li>• Act as a resource staff to assist with the delivery of a dynamic and interesting program of activities</li> <li>• Support staff to accurately enter data into Trak and report incidents through VHMIS</li> <li>• Supervise and delegate appropriate administrative tasks to team members</li> <li>• Consult and provide feedback to the Team Leader, Aging and Social Support regarding individual staff performance to inform the development of individual work plans</li> </ul>
<b>Social Support Care</b>	<ul style="list-style-type: none"> <li>• Provide in-home, community and/or centre based care that supports clients to participate in community based activities and outings.</li> <li>• Deliver activities that promote emotional and intellectual stimulation and support, whilst maximizing the client's independence and self-determination.</li> <li>• Understand the social support needs of the elderly, especially the needs of clients with dementia to ensure that individual client needs are met and their safety is maintained.</li> <li>• Monitor the health and well-being of clients attending programs.</li> <li>• Drive the AccessHC bus as part of the community transport or community outings program.</li> <li>• Lead social support group programs including bus trips and outings via car.</li> <li>• Actively encourage, prompt and motivate participants to become involved in both structured and unstructured activities and group programs of interest both in the centre and the community as outlined in the activities schedule, or individually when supporting clients at home as outlined in their care plan.</li> <li>• Promote the activities program to carers to ensure participants remain engaged in the program and are aware of the activities available.</li> <li>• Tend to any personal care needs of the individual as required in a respectful and caring manner.</li> </ul>
<b>Program Development</b>	<ul style="list-style-type: none"> <li>• Assist the Lifestyle Coordinator in planning, developing and preparing activities that are relevant to the program and consumer outcomes.</li> </ul>
<b>Care Plans</b>	<ul style="list-style-type: none"> <li>• Contribute to the completion of initial and annual care plan reviews to ensure clients are doing more for themselves (re-ablement) and care plans accurately reflect individual support needs, interests and preferences (well-being)</li> <li>• Identify any changes in a client's circumstances that may necessitate a care plan review and participate in the review process.</li> </ul>
<b>Food Safety</b>	<ul style="list-style-type: none"> <li>• Follow the Food Safety Plan and safe food practices on a daily basis, including accurate recording of cleaning, preparation, storage and temperature testing of food and actions taken to eliminate risks to ensure we remain compliant with the requirements of a Class 1 Registered kitchen.</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
<b>Documentation</b>	<ul style="list-style-type: none"> <li>Update client information in Trak as required</li> <li>Input client attendance in Trak at the end of each shift</li> <li>Be aware and compliant with documentation, record keeping and administrative requirements of funding stream</li> <li>Check emails daily to keep up to date with program and organizational activities, meetings etc.</li> <li>Evaluate risks or concerns with the team leader, communicate and implement strategies to address these risks in the ongoing delivery of service</li> <li>Regularly update and maintain documentation for client/s including progress notes, recording changes to their support needs, support strategies and interests.</li> <li>Report immediately any missing/incorrect information in care plans, client documentation, client evacuation sheets, the diary, food safety plan and daily food safety record to ensure documentation is accurate and kept up to date.</li> </ul>
<b>Feedback</b>	<ul style="list-style-type: none"> <li>Actively seek and document feedback from participants, their carers and other support workers to support continuous improvement of the program.</li> </ul>
<b>Incidents and reporting of maintenance issues.</b>	<ul style="list-style-type: none"> <li>Report and record incidents within 24 hours on VHIMS to ensure continuous, safe, responsive and efficient services.</li> <li>Report any maintenance, or bus issues as required</li> </ul>
<b>AccessHC Values</b>	Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Respect, Innovation and Quality.</b>
<b>Governance and Compliance</b>	Act in accordance with AccessHC's policies, procedures and code of conduct. Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. Participate in mandatory training requirements to support the delivery of a safe and effective service.
<b>Workplace Health and Safety</b>	Act in accordance with health and safety policies and procedures at all times. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Selection Criteria				
<b>Standard selection criteria items</b> <ul style="list-style-type: none"><li>Police Check</li><li>International Police Check ( if lived/work in past 10 yrs)</li><li>Working With Children Check</li><li>Australian Driver's Licence and a comprehensively insured vehicle to use for work purposes including transporting clients</li><li>NDIS Worker Screening</li></ul> <b>Qualifications, registrations and experience</b> <ul style="list-style-type: none"><li>Certificate III in Aged Care or equivalent</li></ul>		<b>Key skills and attributes</b> <ul style="list-style-type: none"><li>Demonstrated ability to supervise and lead a team</li><li>Strong communication and interpersonal skills - this means, clear verbal communication and good use of body language that can help the older person feel safe and secure</li><li>Demonstrated ability to relate to people from a diverse range of social, cultural and ethnic backgrounds</li><li>Ability to understand the different approaches in communication and support to people who have a diagnosis of dementia, or other special needs</li><li>Commitment to continuous quality improvement and health promotion principles</li></ul>		
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<ul style="list-style-type: none"> <li>• Minimum of 1 year experience in a Support Worker role within an aged, disability or community program.</li> <li>• Proficiency in Microsoft Office and relevant software applications</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to access, read, implement and contribute to the evaluation of care plans as delegated and within the scope of Certificate 3 in Aged Care or equivalent competencies</li> <li>• Effective time management and prioritisation skills</li> <li>• High level of cultural sensitivity and awareness</li> <li>• Demonstrated ability to work in a team environment with a mature approach to resolving problems and conflict, and contribution to shared decision-making</li> <li>• Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p><i>AccessHC is a Child Safe Organisation.</i></p> <p><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p>	

Authorisations	
<b>Employee Name:</b> _____ <b>Signature:</b> _____ <b>Date:</b> /    /	<b>Manager Name:</b> _____ <b>Signature:</b> _____ <b>Date:</b> /    /