



Position Description – Social Support Worker

Award or EBA:	Social, Community, Home Care and Disability Services
Classification/Grade:	Level 2
Directorate:	Children, Youth, Disability and Social Support
Reports to:	Team Leader Social Support
Direct Reports:	N/A

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion
We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity
Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence
We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation
We look to a better and brighter tomorrow to shape the potential today.



Collaboration
We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the DPV Health Way. This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About the Role

DPV Health Social Support Program is a registered service providing support to people with aging and social connection needs. Clients may have aging conditions, mental health needs, physical disabilities or cognitive disabilities, and specific language and communication needs.

Social Support Programs are funded through a variety of sources all of which require the program to demonstrate that clients are supported to build or maintain independence ensuring the health and wellbeing, mobility, social connectedness of the clients.

The Support Worker provides planned supports and monitoring of client needs as directed by the Team Leader in line with the client care plan goals. Supports are delivered using a consumer directed approach as outlined in DPV Health Excellent Care Framework and Your Health Care Your Way guidelines.

This position will require some weekend work/overnight stays.

Roles Key Accountabilities

Service Delivery

- Development and implementation of client directed care programs to deliver individual goals and outcomes
- Facilitate group programs onsite at DPV Health's range of locations and in the community
- Complete care planning at a minimum annually and more frequently as clients need change
- Contribute to meal preparation in line with client, group and DPV Health guidelines
- Transport clients using DPV Health vehicles (11-seater buses) to / from home and to outings in the local community
- Provide personal care to clients
- Actively engage and support volunteers within and across programs
- Contribute and participate in monthly Care Team Meeting and supervision sessions
- To meet, and strive to exceed, personal and workgroup targets for Key Performance Indicators as set from time to time by DPV Health and/or funding bodies in areas such as Safety, Efficiency and Effectiveness, amongst others
- Other client/program duties as directed

Key Worker Duties for assigned client

- Provide assistance and support to client with service planning and assessment
- Coordinate and document support in client file
- Develop and maintain effective communication with the assigned client and as necessary any family or community network for the client
- Completion of required reports on behalf of clients for funding bodies

Reporting, System and Analytics

- Undertake administrative work to ensure it is completed accurately and timely including but not limited to
 - Appropriately written daily care notes and outcomes
 - Program outlines and plans in word and excel document
 - Incident, hazard reporting in Riskman and reporting up to Team Leader
 - Complaints and Compliments
 - Undertake annual care planning with clients and document as required
- Maintain up to date client data and records e.g. TrakCare/Carelink
- Participate in team level internal quality audits that ensure compliance with policies and procedures and government funding and accreditation requirements.
- Contribute to development and review of operational and service procedures.

Financials, Budgets, Target, Funding

- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Contribute to effective management of DPV Health resources

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Demonstrate knowledge and understanding of the Aged Care Quality Standards, NDIS Code of Conduct and NDIS Quality and Safeguards Commission, Active Service Model
- Participate in regular supervision, annual work plans and annual performance and value reviews
- Actively participate in all required training, inductions and development
- Attend and actively participate in operational team meetings
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation meets both National Quality Standards and DPV Health quality requirements
- Ensure mandatory medication and attendance records are completed
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and response

- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks
- Commitment to partnering with clients to facilitate effective engagement and participation

Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- | | |
|--|--|
| <ul style="list-style-type: none"> • Current Victorian Drivers Licence • NDIS Clearance Check • Travel between sites may be required • Valid Working with Children Check | <ul style="list-style-type: none"> • Level 2 First Aid Certificate • Satisfactory Police Check & International Police Check • Evidence of Covid-19 vaccination (or valid medical exemption) |
|--|--|

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Relevant tertiary qualification relevant to Community Services / Aged Care / Disability or Mental Health Service
- Demonstrated experience in providing in-home and community support to aged clients or person with a disability service provision, in particular clients from a CALD background
- Manual Handling
- Community second language – preferred
- Food Safety and Handling Certificate – preferred
- Infection Control training - preferred

Experience & Skills

Professional

- Ability to drive DPV Health Buses (11-seater) or endorsed bus licence
- Experience planning, implementing, and evaluating aged care and or disability and mental health programs in a client centred framework
- Experience in delivery programs to clients with dementia
- Ability to work independently in the community and respond to a changing work environment
- Demonstrated ability to problem solve, make decisions, and escalate when required
- Manage time, and ensure the efficient and effective use of resources
- Ability to write clear concise client notes and complete reports as necessary
- Demonstrated skills in using PC, Microsoft products and experience with client data base software

Interpersonal

- Experience in working with clients and carers from culturally diverse backgrounds and those with dementia, frail aged, disability and mental health
- Excellent verbal communication skills and ability to adapt communication to a wide variety of clients and stakeholders.
- Demonstrated collaborative working relationships in diverse teams
- Well-developed communication skills
- Demonstrated Initiative

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ **Date** _____