

Position title	Wimmera Social Support Worker
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and community services employee Level 3 - pay point 1
Hours per week	Full time fixed term (6 months) with possibility of extension
Reports to	Manager Wimmera Social Support (0.4 FTE) and Manager Volunteering and Community Development (0.6 FTE)
Position holder	Vacant

Wimmera Social Support Worker needed.

The Wimmera Social Support Worker role is to support trained volunteers and paid staff to provide one-on-one assistance to help people across the Wimmera access local services and supports. The role also supports those in need of ongoing services to access funding for Home and Community Care, My Aged Care and the National Disability Insurance Scheme.

The Wimmera Social Support Worker will:

- Assisting with the recruitment of volunteers
- Assisting with volunteer training and updates
- Be responsible matching volunteers to clients
- Taking referrals from individuals (self), MyAged care portal and agencies
- Gathering data and reporting within desired time frames
- Conducting visits and site assessments
- Risk Management
- Being committed to empowering clients to achieve their goals
- Creating and maintaining client files
- Assist in preparing for the Aged Care Standards audit process and in the development and implementation of any required changes for the program resulting from the audit.
- Attendance at conferences, seminars, workshops and other training activities to maintain an awareness of trends and issues primarily relating to the position
- Contribute to key program plans including:
 - Wellness and Re-ablement
 - Diversity
 - Community Engagement
 - Continuous Improvement
- Assist in conducting Home and Community Care, My Aged Care and National Disability Insurance Scheme referral assessment and reviews. Including administration duties associated with referrals.

- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Centre for Participation procedures
- Manage the Better Impact Database and assist program coordinators in the use of Better Impact
- Support Program Coordinators with any issues that may arise with volunteers and volunteer management, in partnership with the Manager Volunteering and Community Development.
- Coordinate the volunteer complaints process and advocating on behalf of volunteers where appropriate
- Contribute to the organisational continuous improvement plan
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Centre for Participation procedures
- Undertake other duties and functions as directed, commensurate with current level of skills and classification

Key Selection Criteria

Essential

- Relevant qualifications such as Certificate II in Community Services (CHC20112) or related field and/or proven experience in client relationships
- Experience interacting with people with disabilities, the frail and aged
- Experience working with volunteers
- Good computer and word processing skills with proficiency in Microsoft Word, Excel and databases.
- Strong oral communication skills
- Ability to work successfully as a member of a small team.
- Good understanding of the role of a community not for profit organisation
- Effective time management, organisational and problem solving skills with Excellent verbal and written communication skills
- Ability to work with minimal supervision and demonstrate high levels of initiative
- Demonstrated ability to work effectively as part of a team and with a diverse range of people, cultures and personalities

Desirable

- Volunteer management experience
- Previous nursing home and/or aged care experience
- Proficiency in Better Impact software or similar knowledge regarding data software
- Experience with policy & process development
- A current Victorian motor vehicle licence

Personal attributes

- Confident communicator

- Excellent customer service
- Patient and even tempered
- Self-disciplined
- Ethical and honest
- Determined and positive
- Attention to detail
- Demonstrates initiative
- Problem solving
- Collaborative and supportive
- Flexible and embraces change

Conditions of employment

- All terms and conditions of employment are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standards
- The employee agrees to abide by all health and safety rules and requirements, policies and procedures of the employer that may be amended from time to time
- This appointment is subject to Police check and Working with Children Check

Chief Executive Officer review and approval:

I have reviewed and approve the above position description

Signature: _____ Date: / /

Robbie Millar - Acting Chief Executive Officer

Employee statement

I have read, understand and agree to the above position description

Name:

Signature: _____ Date: / /