

## **POSITION DETAILS**

Position Title:	Social Support Group Assistant
Division:	Community Services
Reports To:	Social Support Group Coordinator
Responsible to:	General Manager
Location:	Sydney Metro
Date:	December 2021

## **MAIN PURPOSE OF POSITION**

The Social Support Group Assistant assists the Coordinator as part of a team, with the operations of the Social Support Group in accordance with the current operating guidelines of the Commonwealth Home Support Programme.

## **KEY ROLES AND RESPONSIBILITIES**

The position is fully accountable for the quality and integrity of the service provided and work performed.

The key roles and responsibilities of the role include:

1. To present oneself for duty in an appropriate manner and dress, and to remain at all times, courteous to the client and their informal networks.
2. To ensure the care provided respects the personal dignity and values of the client at all times.
3. To ensure personal hygiene is of the highest quality to prevent cross infection. Follow standard (universal) precautions at all times.
4. Immediately report all client accidents/incidents to the Coordinator and complete relevant documentation.
5. Immediately report any hazards to the Coordinator/ Social Support Group Team Leader.
6. Maintain client confidentiality.
7. Maintain regular contact with the Coordinator to give and receive relevant information.
8. To work as an effective team member and adhere to the Co.As.It. code of conduct.
9. Complete all documentation relevant to the position in a timely manner.
10. To attend staff meetings and training as required.
11. To perform other relevant and reasonable tasks as directed by Coordinator/ Social Support Group Team Leader.

12. Consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate understanding of and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.

#### **DUTIES:**

- Perform tasks relevant to the position and as directed by the Social Support Group Coordinator or Social Support Group Team Leader;
- Be responsible for equipment/materials necessary for activity programmes;
- Liaise with other services as necessary;
- Assist in the preparation of meals and serving meals, as requested by the Coordinator;
- To work as part of a team to clean up after meals have been served;
- To follow all reasonable instructions given by the Social Support Group Coordinator.
- Assist with escorting participants on and off the bus, from home to the Social Support Group or planned destination and Vice Versa;
- Assist participants with toileting duties when required and to follow standard (universal) precautions in relation to infection control;
- To report any difficulties or requests that clients may have to the Coordinator;
- To collect and deliver goods including meals as required or as requested by the Coordinator;
- Other reasonable duties relevant to the position, as requested by the Coordinator/ Social Support Group Team Leader.

#### **KEY INTERNAL AND EXTERNAL RELATIONSHIPS**

The Social Support Group Assistant needs to build extensive networks and strong consultative relationships within the organisation.

These relationships include:

- Social Support Group Team Leader;
- Social Support Group Coordinators;
- Staff across the Social Support Group team;
- General Manager;
- HR Officer.

## KEY PERFORMANCE CRITERIA

### Broad indicators:

- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the workplace as paramount;
- To represent Co.As.It. positively;
- To keep manager/supervisor informed on key issues, including reporting any personal accidents or incidents.

### Position Specific indicators:

- Attend staff meetings;
- Attend compulsory training sessions and complete all set core skill training.

### Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

## SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Certificate III In Aged Care or equivalent;
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- Demonstrated understanding of issues affecting CALD communities in NSW and the impact this has on older people;
- Demonstrated understanding of the challenges faced by people living with dementia;
- Demonstrated experience working in an adult Social Support Group setting or in programmes for disabled people.
- Capacity to work both independently and collaboratively in a team environment;
- Demonstrated ability to communicate with a wide range of people both in English and preferably Italian;
- Ability to complete all relevant documentation in a timely manner;
- Capacity to work flexible working hours as negotiated;
- Understanding of and commitment to Work Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.



VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....