



## Candidate Information

Aged Services Social Support Worker (casual)

May 2021





## The Opportunity

### AGED SERVICES SOCIAL SUPPORT WORKER - Casual roles

- Are you passionate about making a difference in the lives of older people living in the community?
- Do you want to support older people to enable social inclusion, health and wellbeing?
- Well-established provider of community services
- You are paid between clients

The Junction Neighbourhood Centre (JNC) is a progressive and established not for profit organisation which has provided services to communities across the Inner City and Eastern Suburbs of Sydney for over 45 years. We are a values-driven organisation with the well-being of our clients, staff and volunteers at our core. We offer a supportive working environment, ongoing training, above-award salaries and conditions.

In this role you will be part of our team of Aged Services Social Support Workers who support our frail aged clients to live safely at home and remain active in their community in the Inner City and Eastern Suburbs of Sydney. We provide individual and group social support services tailored to the needs of individuals and respite for carers.

You will bring to this role:

- **Service delivery to contribute to meeting contracted outcomes**
- **Previous experience in direct service provision for older people and/or people with disabilities, in a wellness and reablement framework**
- **Timely and accurate record keeping**
- **Ability to work as part of a team of workers and volunteers committed to responsive, flexible and professional services**
- **Alignment with JNC Values and Core Principles**
- **Consistent adherence to JNC policies and procedures**

All positions are SCHADS level 2 and they will work from our centres in Bondi Junction, Glebe and Maroubra as required.

You will also require a current driver's license. Compliance requirements for this role are a national police check and a Working with Children Clearance.



Sound like you? Please apply in writing with a cover letter outlining your suitability and interest in the role. Please briefly address the selection criteria as outlined in the information pack, as well as including your full resume. Please send this to [recruitment@jnc.org.au](mailto:recruitment@jnc.org.au)

Applications will be considered on receipt.

The JNC is an equal opportunity employer and supports diversity across its workforce.

Contact Josh Tierney on 0439 841 045 or Anna Hartree on 0409 652 429 for an initial chat

## About The Junction Neighbourhood Centre

### *Strengthening communities and building connections*

#### **Our Statement of Purpose**

We believe that being socially connected improves people's wellbeing. We listen to our local communities and work with them to deliver critical services and opportunities for social connection.

#### **Our Vision**

To be a leading provider in South Eastern Sydney of services that enhance the wellbeing and resilience of individuals and communities with the best quality service delivery.

#### **What We Do**

The Junction Neighbourhood Centre (JNC) provides a diverse range of community services and programs for the communities in Eastern Sydney, with a focus on people who are socially isolated, disadvantaged and vulnerable. As a not for profit organisation operating for over 45 years, the focus of our work is strengthening communities and creating connections. We have community centres in Maroubra, Glebe and Bondi Junction which provide community information and places for the community to meet and participate in a wide range of groups, classes and programs. We have capacity building projects targeting the Aboriginal and Torres Strait Islander communities and people who are socially isolated. We also offer specialised services for older people and their carers, for families with children under 13 and learning and development services for agencies in the region.

More details about our programs and services can be found at [www.jnc.org.au](http://www.jnc.org.au)



## Our values and practices

Values	Practices
Accountability & Professionalism	We are evidence based and outcomes focused We deliver quality client services with accountability for our work.
Social Justice	We work to enable fair and equitable access We take an holistic approach to well-being and focus on the whole person. We are person-centred and work with people to build individual resilience using enabling and strength-based approaches.
Participation	We encourage people to participate and engage in community life so that they have a say and retain control over their lives.
Respect	We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued. We strengthen our commitment to reconciliation.
Collaboration	We work with others to build community resilience and connectedness.
Courage	We are committed to our purpose and vision even in the face of adversity

## How we work together – Core Principles for the JNC staff team

Principle	Key behaviors
<b>Professionalism and accountability</b>	<ul style="list-style-type: none"> <li>▪ We deliver quality client services and provide exceptional customer service.</li> <li>▪ We account for our work, accept responsibility for our own performance and disclose results in a transparent manner.</li> <li>▪ We take responsibility for our own actions and behaviors.</li> <li>▪ We all comply with JNC's policies and procedures.</li> </ul>
<b>Learning and growth</b>	<ul style="list-style-type: none"> <li>▪ We adapt to our changing environment, adopt new ways of doing business, and respond to challenges as opportunities.</li> <li>▪ We take initiative in keeping our professional skills and knowledge up-to-date.</li> <li>▪ We continually improve through innovation and creativity.</li> <li>▪ We are proactive in our work and learn from our experiences.</li> <li>▪ We each contribute to organisational sustainability.</li> </ul>



<p><b>Working together as one team</b></p>	<ul style="list-style-type: none"> <li>▪ We build trust with a focus on integrity.</li> <li>▪ We create safe spaces to communicate, voice and hear opinions and ideas and commit to the final decision or outcome.</li> <li>▪ We value and support each other, acknowledge individual strengths and celebrate individual achievements.</li> <li>▪ We share information, knowledge and skills across the organization.</li> <li>▪ We actively demonstrate our commitment to common team goals.</li> <li>▪ We participate equally and cooperatively in partnerships.</li> </ul>
<p><b>Respect</b></p>	<ul style="list-style-type: none"> <li>▪ We enable a positive, inclusive and fair workplace.</li> <li>▪ We are mindful of, and value, the diversity of our staff, clients and communities.</li> <li>▪ We treat each other and our clients with dignity at all times.</li> </ul>
<p><b>Cultural inclusiveness</b></p>	<ul style="list-style-type: none"> <li>▪ We abide by the principles of Cultural Safety, developing and demonstrating awareness and acceptance of culture, identity and beliefs.</li> <li>▪ We incorporate this awareness into workplace practices so that staff and clients feel safe, respected and valued.</li> <li>▪ We accept mutual responsibility for sharing relevant knowledge, meaning and experiences to support our inclusive culture.</li> </ul>



## Position Description

<b>Job title</b>	Social Support Worker
<b>Program</b>	Aged Services
<b>Reporting and requirements</b>	<b>Reports to:</b> Aged Services Case Manager <b>Direct Reports:</b> Nil <b>Member of:</b> Aged Services team
<b>Status</b>	Casual
<b>Hours</b>	Casual (work hours are between Monday to Friday 8:30am to 5:00pm; minimum 3 hour shift)
<b>Award and Level</b>	Social, Community, Home Care and Disability Services (SCHADS) Award Award Level 2. Attractive above award salary and conditions
<b>Location</b>	Works from Maroubra, Bondi Junction and Glebe

### Purpose of Position

The Social Support Worker (SSW) provides a range of social support services and respite services to people who are frail aged and their carers. Service provision is:

- inclusive and culturally appropriate
- to a high standard of care in accordance with care plans, Aged Care Quality Standards and JNC policies and procedures
- designed to follow a Wellness and Reablement Approach in a Consumer Directed environment.
- provided through safe and effective work practices

### Role Responsibilities

In accordance with JNC policies and procedures and program processes and systems:

Accountability	Key Activities
Planning and reporting	<ul style="list-style-type: none"> <li>• Actively participate in service planning for direct client services, contributing to meeting contracts and achieving the goals of the JNC</li> <li>• Follow JNC procedures in relation to risk management</li> <li>• Contribute to the timely completion of client data</li> <li>• Ensure that all complaints and incident reports are submitted within allocated timeframes</li> </ul>
Service delivery and development	<p><b>Social Support:</b></p> <ul style="list-style-type: none"> <li>• Provide the following direct support services to clients who are frail aged in accordance with individual care plans:               <ol style="list-style-type: none"> <li>a. Shopping assistance</li> </ol> </li> </ul>



Accountability	Key Activities
	<ul style="list-style-type: none"> <li>b. Home visiting</li> <li>c. Small group and individual outings in the community</li> <li>d. Phone and /or digital support to clients</li> <li>e. Group social activities either Centre based or in the community</li> </ul> <ul style="list-style-type: none"> <li>• Monitor the safety and well-being of clients</li> <li>• Providing active companionship               <ul style="list-style-type: none"> <li>a. Assisting clients to get in and out of a car or bus</li> <li>b. Assisting with toileting if necessary</li> <li>c. Facilitating their participation in group activities.</li> </ul> </li> </ul> <p><b>Respite:</b></p> <ul style="list-style-type: none"> <li>• Provide active companionship and respite care for clients in their own home or in the community:               <ul style="list-style-type: none"> <li>a. Undertake client care activities which would normally be given by a family or other primary carer, except where the clients and/or respite carer would be at risk</li> <li>b. Assist with eating, toileting and reminding the client to take medication at the appropriate time (note: does <b>not</b> include food preparation, personal care or personal or domestic cleaning; or administering medication).</li> <li>c. Take the client on short outings in the car or out into the community, when appropriate.</li> </ul> </li> <li>• Provide other service types within the scope of Social Support and Respite and within JNC plans and procedures as directed by the Case Manager.</li> <li>• Always acknowledge client’s rights and responsibilities and maintain client confidentiality unless it endangers clients, carers or workers.</li> <li>• Provide services in a caring and supportive way maintaining client’s dignity and respect</li> <li>• Monitor the health and wellbeing of clients and inform the Case Manager of any changes to clients’ or carers’ health or well-being</li> </ul> <p><b>Service Administration:</b></p> <ul style="list-style-type: none"> <li>• Confirm planned activities with clients and record attendance</li> <li>• Collect client fees, issue receipts for client fees and record this accordance with JNC processes and systems.</li> <li>• Collect and record data on services provided, and all records related to service provision.</li> <li>• Prepare reports when requested.</li> <li>• Maintain awareness and report any workplace safety issues including WHS problems, risks, incidents that may affect the safety of team members and clients or carers</li> <li>• Complete client, client home and venue risk assessments</li> <li>• At all times drive JNC vehicle in a manner that is safe, appropriate and within the requirements of the Roads and Maritime Authority</li> </ul>



Accountability	Key Activities
	<ul style="list-style-type: none"> <li>• Clean interiors and re-fuel JNC vehicles</li> </ul> <p><b>Service Development:</b></p> <ul style="list-style-type: none"> <li>• Implement and consistently follow JNC policy and procedures</li> <li>• Ensure that clients receive person centred support which encourages them to achieve identified goals and outcomes</li> <li>• Engage in cross program and cross Centre services within JNC</li> <li>• Maintain appropriate client records, information systems and service delivery processes</li> <li>• Raise complaints and client issues with your supervisor</li> <li>• Keep up to date with program changes and industry reforms via active participation in team meetings and relevant reading</li> </ul>
Networking, external communications and partnerships	<ul style="list-style-type: none"> <li>• Contribute to promotion and external communications relating to programs areas to ensure effective and accurate communication message</li> <li>• Keep up to date with program changes and industry reforms via active participation in team meetings and relevant reading</li> <li>• Participate in strategies to engage with the community and build an understanding of community aspirations</li> <li>• Participate in organization of community events that promote ideals of co-operation, diversity, social inclusion and participation</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Active attendance at all JNC and Aged Services team meetings, sharing of information on programs, client needs, feedback and suggestions and contribute to the ongoing commitment to quality improvement</li> <li>• Complete Performance Matters and related development plans in conjunction with Case Manager</li> <li>• Participate actively in supervision, support, debriefing and training</li> </ul>
Contribute to development of a positive, collaborative and respectful culture	<ul style="list-style-type: none"> <li>• Actively participate in building a positive work culture and ensure well-being of staff and staff morale in program area</li> <li>• Promote and actively model JNC values, Core Principles and code of conduct to all staff, clients, partners and stakeholders</li> </ul>
Active participation in the organisation	<ul style="list-style-type: none"> <li>• Adhere to program policy and procedures including WH&amp;S, Child Protection, EEO and other legal requirements.</li> <li>• Take reasonable care of the health and safety of self and others and co-operate with the Board and Leadership Team to enable WH&amp;S procedures to be followed correctly and reported within set timeframes</li> <li>• Liaise with other JNC team members to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation.</li> </ul>

## Performance Measures

- Service delivery to contribute to meeting contracted outcomes
- Feedback from clients and other stakeholders
- Timely and accurate record keeping



- Alignment with JNC Values and Core Principles
- Consistent adherence to JNC policies and procedures

## Selection Criteria

### Essential Criteria

1. Commitment to the values of JNC
2. Current unrestricted Australian Drivers Licence Class C.
3. Demonstrated ability to work as part of a team of workers who are committed to meaningful, responsive and flexible services, as well as to work independently.
4. Previous experience in direct service provision for older people and/or people with disabilities
5. Understanding of the enabling and wellness approaches in working with older people and people with disabilities
6. Understanding of professional boundaries
7. Awareness and sensitivity of cultural diversity
8. Well-developed verbal, interpersonal communication and empathy skills
9. Demonstrated ability to exercise judgement in complex situations
10. Demonstrated ability to work within organisational policies, procedures and guidelines
11. Knowledge of WH&S requirements and risk management.
12. Excellent time management, problem solving, communication and computer skills
13. Access to a reliable car with full comprehensive insurance

### Desirable

1. Relevant tertiary qualifications
2. Ability to speak a community language
3. Current First Aid/CPR certificate

Applicants must be willing to have a Police Check, to obtain a First Aid/CPR certificate and have an annual influenza vaccination, and have a current Working with Children Check

## Working @ the JNC

- The Junction Neighbourhood Centre is an equal opportunity employer.
- Aboriginal and Torres Strait Islander people and people who speak languages other than English are encouraged to apply.
- While each position has a regular location, staff may be required to work at any of our centres: Maroubra, Bondi Junction or Glebe or, subject to meeting WHS requirements, from their own home
- Employment is subject to the satisfactory completion of a Police Check and a Working with Children clearance.
- In the context of our Work Health and Safety policy and practices, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and the health and safety of others, by reporting all incidents and injuries, following procedures and any measures introduced in the workplace to improve WHS.
- Salary packaging is available for all permanent and fixed term contract positions.