



## Candidate Information

Aged Services Social Support Worker – Bus Driver

May 2021





## The Opportunity

### **AGED SERVICES SOCIAL SUPPORT WORKER – BUS DRIVER**

- 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 and we provide ongoing training

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:

- **An ability to drive a 12-seat mini bus**
- **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**

The position is a SCHADS level 3 and 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



Values	Practices
	<p>We take a holistic approach to well-being and focus on the whole person.</p> <p>We are person-centred and work with people to build individual resilience using enabling and strength-based approaches.</p>
Participation	We encourage people to participate and engage in community life so that they have a say and retain control over their lives.
Respect	<p>We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued.</p> <p>We strengthen our commitment to reconciliation.</p>
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 behaviours
<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 behaviours.</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>
	<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> </ul>



<b>Working together as one team</b>	<ul style="list-style-type: none"> <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>
<b>Respect</b>	<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>
<b>Cultural inclusiveness</b>	<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 - Bus Driver
<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>	Maximum term contract to 30 June 2022
<b>Hours</b>	Part time –21 to 28 hours per week Monday to Friday - flexible but must be available to work Wednesdays and Thursdays
<b>Award and Level</b>	Social, Community, Home Care and Disability Services (SCHADS) Award Level 3. Attractive above award salary and conditions
<b>Location</b>	Works from Maroubra, Bondi Junction and Glebe

### Purpose of Position

The Social Support Worker (SSW) - Bus Driver is responsible for the delivery of direct services to clients in a group setting out in the community in ways that the service provision is:

- inclusive and culturally appropriate
- providing 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
- engaging for clients with activities based on interests of clients
- 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>Group social support outings in the community</b></p> <ul style="list-style-type: none"> <li>• Provide social bus outings for Aged Services clients, being responsible for</li> </ul>



Accountability	Key Activities
	<ul style="list-style-type: none"> <li>○ The welfare, comfort and safety of clients while being transported by bus from their home to and at their destination, and return home</li> <li>○ maintaining the scheduled pick-ups and timeframes</li> <li>○ safely assisting clients into and out of the bus and transfer to seat and assist with seat belts</li> <li>○ ensure the safe stowage of all mobility aids and client luggage/shopping in cargo area</li> </ul> <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:               <ul style="list-style-type: none"> <li>a. Shopping assistance</li> <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. Deliver group social activities either Centre based or in the community</li> </ul> </li> <li>● Monitor the safety and well-being of clients attending group outings:               <ul style="list-style-type: none"> <li>○ Facilitating their participation in activities</li> <li>○ Providing active companionship</li> <li>○ Assisting clients to get in and out of the bus</li> <li>○ Supporting clients at the outing destination including mobility assistance and assistance having a meal</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 clients’ rights and responsibilities and maintain client confidentiality unless it endangers clients, carers or workers.</li> <li>● Provide care in a supportive way maintaining client's dignity and respect</li> <li>● Ensure that clients receive person centred support which encourages them to achieve identified goals and outcomes</li> </ul> <p><b>Activity coordination</b></p> <ul style="list-style-type: none"> <li>● Report any scheduling or rostering issues to the Aged Services Case Manager and work cooperatively to resolve difficulties</li> <li>● Liaise with SSW Activity Officer on needs and interests of individuals and the group, providing feedback from the group members</li> <li>● Work with the SSW - Activities Officer to develop a listing of social bus outings and destinations that are accessible and affordable for clients. This will include parks, places of interest, river cruises, restaurants, community events and educational activities etc.</li> <li>● Provide support to volunteer bus assistants</li> </ul>



Accountability	Key Activities
	<p><b>Service Administration</b></p> <ul style="list-style-type: none"> <li>• Confirm planned activities with clients and attendance lists for outings, within agreed work hours</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>• Clean interiors and re-fuel JNC vehicles and organize any lost property.</li> </ul> <p><b>Service Development</b></p> <ul style="list-style-type: none"> <li>• Implement and consistently follow JNC procedures and policies</li> <li>• Ensure that clients receive person centred support which encourages them to achieve identified goals and outcomes</li> <li>• Work with SSW – Activities Officer and consult with clients to plan new outings and destinations</li> <li>• Engage in cross program and cross Centre services within JNC</li> <li>• Maintain appropriate client records, information systems and service delivery processes are consistently followed</li> <li>• Raise complaints and client issues with Case Manager or Aged Services Manager</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 bus outings to ensure effective and accurate communication messages</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,	<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> </ul>





Accountability	Key Activities
collaborative and respectful culture	<ul style="list-style-type: none"> <li>Promote and actively follow and 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
- Safe driving and compliance with road rules and JNC WHS and manual handling procedures
- 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. Recent experience driving a small bus/van
4. 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.
5. Previous experience in direct service provision for older people and/or people with disabilities
6. Understanding of the enabling and wellness approaches in working with older people and people with disabilities
7. Understanding of professional boundaries
8. Awareness and sensitivity of cultural diversity
9. Well-developed verbal, interpersonal communication and empathy skills
10. Demonstrated ability to exercise judgement in complex situations
11. Demonstrated ability to work within organisational policies, procedures and guidelines
12. Knowledge of WH&S requirements, manual handling and risk management
13. Excellent time management, problem solving, communication and computer skills

### Desirable

1. Relevant tertiary qualifications
2. Previous experience working in a community organisation, aged care or disability services
3. Experience in small group facilitation and/or in providing group social outings in the community
4. Access to a reliable car with full comprehensive insurance



## 5. 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. Willingness to undergo a driving assessment on commencement of the role.

## 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.