

Support Worker -Social Connections

About Peppercorn Services

Since 2001 Peppercorn has provided services to a wide demographic of people across the Hawkesbury and surrounding areas. Peppercorn’s purpose is to enrich lives, through opportunities, connections, and partnerships. Our services are underpinned by our value of trust, care, respect, agility and continuous improvement.

Position Purpose

The purpose of the Social Connections Support Worker is to provide holistic and client-centric support services that focus on healthy and social outcomes for Peppercorn clients. Through a model of co-design, Support Workers work alongside clients to achieve their individual goals and outcomes.

Organisational Relationships

Reports to	Team Leader Dietetics and Social Connection
Direct Reports	Nil
Delegation	Support Worker

Programs

Commonwealth Home Support Program (CHSP)
Community Transport Program (CTP)
Fee for Services in Home and Community Care Services (FFS)
National Disability Insurance Scheme (NDIS)
Home Care Packages (HCP)

Primary Objectives

The primary objectives of the Social Connection Support Worker is to:

- Support clients to achieve their goals as per their agreed support plan;
 - Creatively work with clients on ideas and plans that enable them to live fulfilling lives;
 - Provide individualised social support through accompanied activities and telephone support;
 - Assist in the implementation of social support and meals programs for clients;
 - Assist clients with personal hygiene where required; and
 - Facilitate opportunities for social interactions and connections with mainstream community.
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Key Responsibilities or Accountabilities

KRA	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> • Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services. • Actively follow Peppercorn’s Code of Conduct. • Comply with the requirements of Peppercorns Policies & Procedures. • Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Risk Management and Business Compliance	<ul style="list-style-type: none"> • Maintain service operations in accordance with legislation, regulations, standards, guidelines and contracts. • Compile operation, performance contractual and financial reports accurately and within required timeframes. • Ensure data and information systems are maintained accurately at all times.
Work Health & Safety	<ul style="list-style-type: none"> • Immediately cease, and report, any workplace activity (including that of other persons) which presents an immediate risk to safety, property or environment to your supervisor. • Follow all company instructions and directions in relation to workplace health and safety. • Undertake work in a safe manner to ensure personal health and safety, and that of others including other employees, clients, contractors, the public and visitors. • Ensure actions (or lack of) do not impact negatively on the health and safety of any fellow employee, client, public, contractor or visitor. • Ensure incidents and hazards are identified, reported, controlled.
Promotion and Stakeholder Engagement	<ul style="list-style-type: none"> • Ensure all interactions within the community portray Peppercorn as a professional and caring provider with a high standard of customer service. • Build and support relationships with key stakeholders.
Quality Management and Continuous Improvement	<ul style="list-style-type: none"> • Actively participate in the development, implementation and evaluation of quality management strategies to ensure that quality standards and service goals are met. • Actively participate in development and review of Peppercorn Policies & Procedures. • Monitor and undertake continuous improvement activities against program performance in accordance with contractual requirements and best practice standards. • Ensure feedback, complaints, incidents and compliments are reported, responded to and reviewed in accordance with relevant policies and procedures. • Where gaps are identified, document, action and review continuous improvement activities.

Relationships and Teamwork

- Willingly ask for help, guidance or insight from other workers.
 - Actively develop positive relationships with peers, other employees and volunteers, and stakeholders.
 - Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.
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Professional Development

- Attend regular supervision and annual performance reviews with direct line supervisor.
 - Actively engage with professional development activities as approved or instructed by direct line supervisor.
 - Participate in mandatory training and undertake professional development opportunities when presented.
 - Maintain professional knowledge and skills by attending relevant conferences, workshops, courses, and training, and reviewing recent literature.
 - Engage in regular reflection of work practice and team relationships.
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Client Support

- Listen to clients and their stories and provide emotional support where necessary.
 - Ensure client privacy and confidentiality is maintained at all times, with information only collected and shared in accordance with client consent.
 - Ensure client information, notes and other critical records are maintained up to date and factual at all times.
 - Provide relationship-based service that builds trust and aims to support and strengthen their capacity over time;
 - Reporting to managers/ supervisors if report if clients' needs change or support needs differ to the agreed support plan.
 - Provide personal care assistance as necessary to enable full participation in the community.
 - Assist with the set up and clean up of client support activities.
 - Assist with basic cleaning.
 - Provide transport assistance as required.
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Social Support

- Provide social support one on one and in social groups that facilitate social connections, maximise participation and reduce loneliness.
 - Provide support in a culturally responsive manner that meets the needs and aspirations of clients.
 - Actively consult with current and potential clients on programs and activities and co-design services.
 - Plan, develop and document the activities planned to include the itinerary, risk management plan and activity descriptions.
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Meals

- Ensure meals services are provided in accordance with the assessed nutritional needs and support plans of the client and under the guidance of a dietitian.
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- Provide feedback to the Dietitian on the nutritional programs and outcomes for clients.
- Assist with practical client support during group education sessions.
- Assist with the distribution of nutrition education resources/material as determined by the dietitian.
- Support group and individual meals services in client’s homes, in the community and/or a centre environment.
- Ensure Food Safety Programs followed in accordance with Peppercorn’s Policies and Procedures.

Knowledge/ Skills/ Experience/ Qualifications
(Key Selection Criteria)

Essential

- Cert III in Individual support, aged care, disability support or similar
- Food Safety Handling Certificate (Hygiene practices for food safety)
- Strong understanding of client centric and capacity building practices that support resilience building
- An understanding of issues faced by people living in rural and remote communities
- Demonstrated experience providing direct support to people living in the community
- Experience with daily support documentation and reporting Hold a Light Rigid (LR) Vehicle licence or willing to obtain within the first 3 months of employment
- Current NSW drivers’ licence and a vehicle with third party property insurance as a minimum
- A National Criminal History Check and Working with Children Check must be completed and cleared before employment may commence. These must be maintained and current throughout employment.
- Current First Aid and CRR Certificate

Desirable

- Understanding of dementia and supporting people living with dementia

Award and Classification

Award

Social, Community, Home Care and Disability Services Industry Award 2010

Current Incumbent

Name	Vacant
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Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge.

I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____

Managers Name: _____

Signature: _____

Date: _____ / _____ / _____