

doncare

Position Description

Position Title	Social Support Programs Assistant
Reporting to	Team Leader, Social Support Programs
Hours of work	Part time
Classification	Social Community Home Care and Disability Services Industry Award 2010 (SCHADS) Level 3
Program	Social Support
Position Location	Doncare Office
Date	24 th January 2024
Number of vacancies	One vacancy

About Doncare

Doncare is a not-for-profit organisation that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Information and Crisis Support, Family Violence Services, Family Services and Social Support for Seniors.

Our talented team of staff, volunteers and students provide a range of carefully developed, targeted services to the community with respect, skill, and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence based and innovative programs.

We identify emerging trends and work with the community to develop, implement, and improve a range of programs that respond to the diverse, persistent, and emerging challenges that impact our community.

Doncare receives funding from Local, State and Federal governments to operate several of our programs and utilises the proceeds of our two opportunity shops and the support of private donations, philanthropic trusts and the community support.

Vision, Purpose, and Values

Our Vision

A community where all people lead a dignified life and fulfill their potential.

Our Purpose

To create transformational change for our community through providing holistic, person-centred services which positively impact individual and collective health and wellbeing outcomes.

We will continue to build on over 50 years of history supporting the community across all life stages through a dedicated team of staff, volunteers and students.

Our Values

The following core values underpin and guide our culture, our practice, and our decision making.

Equity

We provide accessible and inclusive services which recognise the inherent dignity and human rights of every person.

Respect

We honour people's beliefs, values, diversity, and rights.

Self Determination

We champion and promote opportunities that enhance people's freedom and capacity to fulfill their social, cultural, and economic needs.

Empowerment

We provide resources and guidance to enable people to build their capacity and resilience to respond to life's opportunities and challenges.

Generosity of Spirit

We are committed to fostering connections and celebrating humanity through empathy, kindness and compassion.

Innovation

The needs of our community are often complex and constantly evolving. We are committed to leading edge practice and investing in innovation to ensure our services are as impactful as possible.

Our Child Safety Commitment

Doncare is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do.

We have zero tolerance for child abuse or neglect. We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. Whilst all Doncare programs and activities may not involve regular contact with children by members, volunteers and employees, as such, all programs and activities will be subject to the Child Safety Policy.

Role Overview

The **Social Support Program** is responsible for Doncare's Commonwealth Home Support Programme (CHSP) Social Support for Seniors groups and the Aged Care Volunteer Visitors Scheme (ACVVS). Both programs provide opportunities for isolated seniors to access social opportunities to enhance their personal wellbeing while making new friendships

The **Social Support Programs Assistant** will provide ongoing support to the Social Support Program Team Leader and Coordinator as well as to group participants and volunteers. They will also conduct

organisational and administrative tasks to the CHSP funded group activities, a program that has been operating for over 20 years. The role will also be responsible for undertaking administrative tasks with the Aged Care Volunteer Visitors Scheme (ACVVS), a comparably newer component of the Social Support Programs. The position involves interactions with volunteer visitors, clients and/or their Carers, as well as liaising with local community agencies as required. This position requires a respectful individual who can relate to an older client base while also enjoying their company. The Social Support Program also receives some funding from the Victorian Governments Home and Community Care Program for Younger People to support a small number of socially isolated people with conditions that restrict them from independently accessing social opportunities but who are ineligible for NDIS.

Responsibilities

The Social Support Programs Assistant will be required to:

- Ensure all documentation and data entry are completed in a timely and accurate manner and perform Social Support administration tasks as relevant to the role (e. g. email list of clients attending groups to volunteer drivers, enter client details on CSNet).
- Support the Team Leader and Coordinator to ensure the Social Support Programs are appropriately meeting the needs of individual participants
- Provide a service that promotes self-determination and is inclusive of the Diversity, Wellness and Reablement principles
- Liaise with Social Support Programs Team Leader and Coordinator regarding clients as appropriate
- Respond to Social Support related enquiries including enquiries from group members, Carers, volunteers and other sources.
- Assist in the promotion of the Social Support Programs, including the Aged Care Volunteer Visitors Scheme
- Assist with the onboarding processes for Volunteers and Clients
- Provide ongoing support to both the program participants and volunteers
- Organise mail outs in both hard copy and electronic formats as relevant for participants, carers and volunteers
- Provide support to new Social Support group clients with their integration into group programs
- Attend Social Support groups and represent Doncare with the provision of support to volunteers
- Provide transport for participants to groups when necessary
- Assist in organisation of special functions and events for participants, their Carers and volunteers
- Participate in and make an active commitment to Team cohesiveness
- Participate in regular supervision with the program Team Leader/Coordinator
- Attend relevant meetings and staff development training
- Participate in other duties as directed by the program Team Leader

Key Selection Criteria

Required Qualifications

- Relevant Cert III or diploma and/or significant experience in a similar role are desirable

In addition, the following criteria applies:

- Experience in client assessment, preferably in aged care
- Demonstrated experience in, and understanding of, the complexity of ageing and possible complications faced
- Demonstrated understanding of the relevance of socialisation and independence in the lives of older people
- Demonstrated ability to work with a diverse client group
- Experience in managing, working with, and understanding of the support needs for volunteers
- Ability to handle a high volume of work with competing priorities, adapt to change as well as demonstrate ability to remain calm under pressure
- Possess a high level of attention to detail
- Excellent organisational and prioritisation skills, and an ability to be self-directed
- An ability to work in a professional manner, including ethical practice, confidentiality, and a non-directive empowerment model
- Demonstrated ability to work constructively as a member of a team
- Demonstrated knowledge, understanding and commitment to the principles of social justice, access and equity
- Excellent verbal and written communication skills
- Proficient in the use of Microsoft Office applications, databases and iPads and / or tablet devices
- Some flexibility in occasionally changing workdays / working additional days (desired)

Health, Safety and Wellbeing

- Ensure compliance with the Occupational Health and Safety Act and Doncare's policies
- Contribute positively and proactively to the team and organisation wide Occupational Health and Safety activities

Quality and Continuous Improvement

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the organisations audit, contract and registration obligations
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTIQ+ people, people with a lived experience of disability, to name a few.

Other Requirements

- A satisfactory Police check will be undertaken prior to employment and renewed every 3 years
- Working with Children's check
- Victorian Driving License

- Prior to appointment, qualifications and credentials must be completed and verified
- This Position Description and Letter of Employment Offer will be reviewed from time to time in keeping with changing requirements

Conditions of Employment

- Doncare has a legal and moral responsibility to ensure the safety of all children in accordance with the Child Safe Standards and expects all staff to commit to this standard and understand their duty of care obligations
- Participation in professional supervision
- Terms of employment are indicated in Doncare's standard form of employment agreement. Conditions are aligned to the SCHADS Award
- The position is subject to a probationary period of six months
- Generous salary packaging is available
- Pre-employment checks will include a Police Check, Working with Children's Check (to be supplied by the successful applicant), check of qualifications (if applicable), driver's license and contact with three referees
- All employees of Doncare are bound by the approved policies and procedures of the organisation as promulgated and varied from time to time
- The position is subject to ongoing funding

Acceptance of Position Description

I have read this document and agree to undertake the duties and responsibilities listed within. I acknowledge that:

- I have read, understood, and accept the Position Description
- The Position Description is an indication of the duties and responsibilities that I may be required to undertake.
- Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Doncare's philosophy.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by my immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Employee Name: _____

Signature: _____

Date: _____