

## Position Description – Social Support Group Assistant

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| <b>Position</b>          | Social Support Group Assistant                                                                                                              |
| <b>Classification</b>    | IN28 Allied Health Assistant Grade 1 or IN29 Allied Health Assistant Grade 2, dependent on experience                                       |
| <b>Award</b>             | <i>Victorian Public Health Sector (Health &amp; Allied Services, Managers &amp; Administrative Officers) Enterprise Agreement 2025-2027</i> |
| <b>Reports to</b>        | Social Support Group Team Leader                                                                                                            |
| <b>Direct reports</b>    | NA                                                                                                                                          |
| <b>Key relationships</b> | RNH consumers, community members and groups from Warracknabeal, Beulah and Hopetoun, RNH team members.                                      |
| <b>Hours of Work</b>     | As per individual contract of employment                                                                                                    |

### About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organization.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

#### OUR VISION

Strong, healthy, vibrant rural communities.

#### OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

#### WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

### Position summary

The Social Support Group Assistant is responsible for participating in delivery of activities in a group setting at Rural Northwest Health's Warracknabeal, Hopetoun or Beulah campus/es as relevant.

The group program is conducted in accordance with Commonwealth Home Support Program and Victorian Home and Community Care guidelines and the Aged Care Quality Standards to deliver an

innovative and relevant social support program that supports community members to maintain and enhance their physical, social and emotional wellbeing.

The Social Support Group Assistant works with the Social Support Group Team Leader to foster quality relationships with consumers and colleagues, ensuring the successful delivery of a meaningful Social Support Program.

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### Key responsibilities

- Educate, guide and support consumers with the aim of providing social connectedness, mental stimulation, physical exercise and interest through a range of activities.
- Support the Social Support Group Team Leader in organising and delivering activities identified by consumers as of interest, and develop activities that both challenge and stimulate consumers.
- Work directly with consumers to complete individual client care plans that are person-centered and focused on wellness and reablement principles.
- Participate in outings with consumers on a regular basis.
- Develop strong rapport with consumers to provide person-centered care that meets the needs of each individual.

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### Key position accountabilities

#### Leadership, Communication and Stewardship

- Influences other team members to bring their best by providing encouragement and being thankful.
- Speaks with others respectfully and in a way they can understand.
- Recognises when a person has communication needs beyond own skills and finds help.
- Acts in a way that values diversity.
- Takes care when using physical resources and environment.

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### Quality & Improvement

- Takes pride in a personal presentation.
- Works consistently in line with policies, practice standards and work plans
- Maintains quality of own work
- Asks for help and guidance when tasks are outside experience and competence.
- Supports others to achieve team goals.
- Makes changes in own work practice and offers suggestions to improve services and care.
- Understands and acts according to role to achieve the Aged Care Quality Standards and National Standards.

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### Health and Safety

- Acts in a way that maintains health and safety for self and others that come in contact with the work area.
- Adheres to safe work practices relevant to role.

- Promptly reports issues that might put self or others at risk, incidents & near misses in ways appropriate to role.
- Cares for others by speaking in a courteous and respectful manner at all times.
- Knows what to do in an emergency relevant to role.

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### **Personal and professional development**

- Maintains practice within frameworks established by legislation, national and state policy.
- Keeps up to date with mandatory education requirements for the role.
- Discusses with manager about abilities and capabilities needed for role.
- Recognises areas of strength and areas for development.
- Takes part in personal development plans with manager and/or team leader.

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### **Information management**

- Communicates accurate and relevant information to appropriate people and in line with role and organisational policy.
- Uses social media responsibly and respectfully at all times.
- Comply with legislative requirements related to documentation and information pertaining to residents, team members and the operations of all Rural Northwest Health facilities.
- Utilises information technology as appropriate in the performance of the role.

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### **Key selection criteria**

#### ***Essential***

1. Certificate III in Aged Care, Allied Health or equivalent, or working towards same.
2. Genuine interest in working with older persons or people with a disability.
3. Understanding of person-centered care principles.
4. Understanding of Aged Care Quality Standards.
5. Demonstrated ability and passion in working in a team environment.
6. Commitment and willingness to participate in continuing training and education related to area of employment.
7. Excellent communication skills with a range of people.

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#### ***Certificates, licenses and registrations***

- Current satisfactory employee police check (dated within 12 months of commencement date).
- Current employee working with children's check.
- Current Victorian driver's licence.
- Current first aid certificate.

#### ***Preferred***

- Light bus licence of working towards same.

### ***Other requirements***

The role must be fully vaccinated for COVID-19 and provide current evidence of immunisation history and/or serology results.

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### **Employee declaration**

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature \_\_\_\_\_

Employee name (please print) \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_