

**POSITION DESCRIPTION – Support Worker Social Activity Group****Part 1 – Expectations for Your Role**

Position	Support Worker Social Activity Group
Service / Program	Older Adults
Industrial Instrument	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
Instrument Classification	Level 2
Reports to	Team Lead Social Activity Group
Effective Date	March 2025

Key Deliverables

- Encourage and support individuals or groups of customers with planned activities either facility based or within the community eg bus trips
- Ensuring planned activities are responsive to customer feedback and preferences
- Assist with planning and set up for activities and other special program events
- Supporting customers to achieve outcomes outlined within their care plans
- Provide customer assistance (or supervision) with personal care, if required
- Provide customer assistance with mobility, if required
- Ensure services are of a high quality; promote wellness and reablement
- Proactively identify and report service hazards and risks
- Participation in meetings, audits, performance review, and training
- Actively promote customer feedback
- Support the team to achieve quality outcomes and business continuity
- Maintain accurate record keeping including information regarding services to customers, feedback from customers and feedback on service improvement.

Skills and Experience

- Highly developed interpersonal skills, with the ability to develop and nurture positive and on-going relationships with customers and team members
- High level of sensitivity and understanding of issues that impact older adults.
- A strong commitment to advocacy and the rights of older adults
- Strong understanding of the Aged Care Quality Standards; Open Disclosure; The Aged Care Code of Conduct and The Aged Care Serious Incident Response Scheme (SIRS).
- Commitment to individualised and person-centred approaches to service delivery
- Commitment to creating and maintaining a healthy and safe environment where supports and services are provided for customers
- Well-developed literacy, numeracy and computer skills
- Willingness to drive a 12- seater bus

**Qualification/Registrations/Licences**

- Minimum Certificate 3 in Aged Care/Individual Support/Community (Aged)
- Level 2 First Aid certification
- Infection Prevention and Control Training
- Manual Handling Training
- Food Handling Certificate-or willingness to complete if successful
- Current state-based Driver's Licence
- Current National Criminal History Check
- Current Blue Card (QLD Only)
- Current "Employee" Working with Children Check
- Current National Disability Insurance Scheme Check (as required)
- Not on the Aged Care Quality and Safety Commission Banning Order Register

Physical Requirements

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel to other Each location's
- Able to assist customers in an out of a 12- seater bus and participate in activities such as walking groups