

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

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

**Key Deliverables**

- **Encourage and Support:** Individuals or groups of customers with planned activities, either facility-based or within the community (e.g. bus trips).
- **Ensure:** Planned activities are responsive to customer feedback and preferences.
- **Assist with Planning and Setup:** For activities and other special program events.
- **Support Customers:** To achieve outcomes outlined within their care plans.
- **Provide Assistance (or Supervision):** With personal care, if required.
- **Provide Assistance:** With mobility, if required.
- **Ensure Services:** Are of high quality; promote wellness and reablement.
- **Proactively Identify and Report:** Service hazards and risks.
- **Participate:** In meetings, audits, performance reviews, and training.
- **Actively Promote:** Customer feedback.
- **Support the Team:** To achieve quality outcomes and business continuity.
- **Maintain Accurate Records:** Including information regarding services to customers, feedback from customers, and feedback on service improvement.

**Skills**

- **Highly developed interpersonal skills:** Ability to build and maintain positive, ongoing relationships with customers and team members.
- **Sensitivity and understanding:** Awareness of issues impacting older adults.
- **Advocacy:** Strong commitment to supporting the rights of older adults.
- **Aged Care Standards knowledge:** Understanding of Aged Care Quality Standards, Open Disclosure, The Aged Care Code of Conduct, and the Serious Incident Response Scheme (SIRS).
- **Commitment to person-centred care:** Focus on individualised approaches to service delivery.
- **Health and safety commitment:** Ability to create and maintain a safe environment for customers.
- **Literacy, numeracy, and computer skills:** Well-developed abilities to manage administrative tasks and use relevant technology.
- **Willingness to drive:** Ability to drive a 12-seater bus.

**Experience and Knowledge**

- **Experience with older adults:** Demonstrated understanding of issues affecting older adults and a commitment to their advocacy.
- **Experience in person-centred service delivery:** Commitment to supporting individual needs and preferences in care.



- **Experience with Aged Care regulations:** Knowledge and practical application of Aged Care Quality Standards and associated frameworks.

#### **Qualification/Registrations/Licences (*Mandatory only*)**

- **Minimum Certificate 3** in Aged Care/Individual Support/Community (Aged).
- **Level 2 First Aid** certification.
- **Infection Prevention and Control** Training.
- **Manual Handling** Training.
- **Current state-based Driver's Licence.**
- **Current National Disability Insurance Scheme Check** (as required).
- **Not on the Aged Care Quality and Safety Commission Banning Order Register.**

#### **Physical Requirements**

- **Travel:** Ability to drive to client locations and attend meetings.
- **Mobility:** Capability to walk, stand, and move around client homes and community settings.
- **Lifting:** Occasional light lifting (e.g., carrying equipment or materials).
- **Sitting:** Ability to sit for extended periods for office-based tasks and documentation.

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

**Expectation of Employees**

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

**Employee Responsibilities**

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

**Quality**

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

**Safety & Wellbeing**

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

**Child Safe Commitment**

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

**Inclusion and Diversity Commitment**

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

**Key Selection Criteria****Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

**Desirable Experience, Knowledge, and Qualifications**

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

#### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

#### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.