

Eastern Health

POSITION DESCRIPTION

Position Title:	Social Support Coordinator
Award Classification:	Leisure and Lifestyle Assistant Grade 3
Award / Agreement Name:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Position Reports to:	Community Engagement Team Leader

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

The Social Support Coordinator is responsible for designing, coordinating and delivering engaging, person-centred social programs that enhance the independence, wellbeing and community participation of CHSP and HACCPYP clients. The role leads the development of meaningful group and community-based activities, supports clients to build social connections, and contributes to a flexible, innovative program model that promotes holistic health and reablement across Community Health services. As part of the role the coordinator will consult and strive towards co-designing programs and initiatives that best meet the needs of the Yarra Ranges community. The coordinator will also work alongside Community Health nursing, allied health and volunteers to deliver initiatives that provide co-benefits and support clients to meet their health care goals.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Client Centred Care

Demonstrate high level of care within the area of responsibility.

Indicators

- Coordinate the planning and facilitation of social support groups focused on social-connectedness and independence.
- Model a client-centred approach with patients/clients and carers, taking account of diversity and the needs and preferences of participants when planning programs and activities
- Completes individual assessment, care planning, monitoring, review and referral to other services as required (as per CHSP and HACC PYP guidelines)
- Using the individual care planning process and people's goals to inform the planning and design of programs and individualised activities (as per CHSP and HACC PYP guidelines)
- Develop processes for engaging participants and carers in the ongoing development, planning, review and evaluation of activities and programs (as per CHSP and HACC PYP guidelines)
- Seek feedback and updates programs and activities based on feedback from a range of people including participants, carers and volunteers (as per CHSP and HACC PYP guidelines)
- Complete all documentation in a timely and accurate manner in accordance with the departmental and organisational standards.
- Demonstrate and foster good understanding of professional values and ethics in clinical work.
- Hold current Victorian driver's licence and have the ability and confidence to drive a car and minibus (heavy licence not required)

Communication

Demonstrate and model effective written, verbal and non-verbal communication skills with others.

Indicators

- Demonstrate effective communication skills with the multi/interdisciplinary team in both formal and informal settings.
- Demonstrate effective communication with patients/clients, carers and community agencies.
- Demonstrate clarity in written skills.
- Document clear treatment goals and management plans in the client's Medical Record.
- Demonstrate knowledge of resources available for appropriate negotiation and conflict resolution.
- Demonstrate effective communication in providing formal and informal feedback to volunteers and students.

Organisational Skills

Demonstrate and foster sound organisational skills.

Indicators

- Demonstrate punctuality and timeliness.
- Ensure safe food handling practices are in place for all staff and volunteers including personal hygiene and cleanliness
- Manage own time and prioritise competing demands to ensure completion of client work.
- Has detailed knowledge of and is able to access resources internally and externally to achieve positive outcomes.
- Able to respond to referrals in agreed timelines as stated in departmental guidelines.
- Participate actively in departmental meetings and others as required.
- Ensure statistical information is recorded in a timely manner.
- Be responsible for maintenance of departmental resources and equipment including fleet vehicle, catering equipment etc.

Organisational Knowledge / Development

To possess a clear understanding of the factors affecting healthcare and apply this knowledge to activities and projects which deliver improved services and health outcomes.

Indicators:

- Provide clear processes for community care workers and volunteers to monitor, observe and provide feedback on the programs and activities (as per CHSP and HACC PYP guidelines)
- Demonstrate a clear understanding of the Innovation and Improvement Plan.
- Demonstrate a clear understanding of Accreditation Standards and processes.
- Identify and implement quality initiatives, participate in and, where appropriate lead multidisciplinary / departmental quality activities and undertake other relevant projects as instructed
- Demonstrate sound knowledge of discipline specific policies and procedures, and, where appropriate and directed, develop or review these policies and procedures.
- Consistently apply Eastern Health policies and clinical procedures/guidelines in their practice.

Professional Development and Supervision

To have a commitment to and responsibility for individual professional development.

Indicators:

- Attend, actively participate and present in relevant internal and external professional development activities.
- Actively participate in and lead staff meetings and in-services.
- Model a strong commitment to professional development, ensure currency of clinical knowledge and actively integrate new learning into clinical practice.
- Support a learning culture within the professional department
- Consider opportunities for, and participate in, evaluation of clinical practice.
- Responsible for supervision, work allocation, rostering and guidance of other Lifestyle Assistants
- Participate in formal supervision &/or actively seek supervision when needed, as per professional department guidelines.
- Provide supervision for junior staff and allied health assistants, as required by the manager
- Participate in the Performance Review process

Teaching & Research

Involvement in teaching, training and research programs

Indicators

- Demonstrate ability to initiate, implement and evaluate quality projects, and participate in research with support where appropriate.
- Supervision of students and others as delegated by senior staff.
- Demonstrate a willingness to be a mentor.
- Take on a teaching role to internal and external customers as required.
- Knowledge of research, new developments and evidence-based practice in discipline specific and related areas.

Professional Leadership

Represents Community Health and/or individual discipline.

Indicators

- Service planning, promotion and development
- Willingness to take a leadership role in the department as required.
- Display strong representation of Community Health and Social Support Group as part of working parties, committees and internal and external meetings and forums.
- Recognise, support, and be involved in changes in work processes.
- Act as a role model for staff within Community Health

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. ATTACHMENTS

Attachment 1 Key Selection Criteria

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (*Incumbent Name*) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- **Relevant qualifications:** Hold a Certificate III in Aged Care (or equivalent) and twelve months experience (full time equivalent) as a Lifestyle Assistant Grade 1. Or certificate IV in Leisure and Health (or equivalent) and has six months experience (full time equivalent) as a Lifestyle Assistant Grade 1.
- **Program coordination & facilitation:** Experience development, implementation, evaluation and continuous improvement of leisure and lifestyle programmes.
- **Understanding of social connection & wellbeing:** Knowledge of how meaningful social participation supports health, independence and quality of life.
- **Communication skills:** Strong written and verbal communication skills with the ability to build rapport and work effectively with groups.
- **Creativity, initiative & autonomy:** Able to work independently, bring new ideas, and confidently lead engaging programs.
- **Organisation & time management:** Strong organisational skills with the ability to manage time, schedules and competing priorities.
- **Digital capability:** Confident using Microsoft Office and digital tools for documentation, communication and program planning.

Desirable

- **Community Health experience:** Experience working in a Community Health setting and collaborating within multidisciplinary teams to support client wellbeing.
- **Collaborative group facilitation:** Experience facilitating group programs in collaboration with allied health, nursing, volunteers or community partners.