

## Access and Support Position Description

Position	Access and Support Worker
Employer	Rights Information and Advocacy Centre
Hours	Full time 38 hours per week
Award	Social, Community, Home Care and Disability Services Industry Award 2010 and The National Employment Standards
Classification	
Contract Term	Fixed Term until 30 <sup>th</sup> June 2022
Reports to	Operations Manager
Location	Mildura
Date Prepared	6 <sup>th</sup> August 2019

### Background

The Rights, Information and Advocacy Centre Inc. (RIAC) is a not for profit organisation operating throughout central and north western Victoria, Geelong and southern NSW providing information and advocacy support to individuals, families, carers and communities.

RIAC is funded by the Department of Health to deliver the Access and Support position.

The Commonwealth Home Support Program (CHSP) /Home and Community Care (HACC) Program provides funding for services which support frail older people, younger people with disabilities and their carers who are at risk of premature or inappropriate admission to long term residential care or hospital admission.

The Access and Support (A&S) program will provide services to CHSP/HACC eligible people with complex needs due to diversity to access CHSP/HACC Services and other services if required.

### **Position Objective**

The A&S role aims to achieve improved access for above groups of people through the provision of episodic support at key stages of the care pathway as the client navigates the service system.

This role will develop effective links and establish trust within the specific communities and individuals, including Aboriginal, CALD and other diverse communities and individuals.

The position will be the bridge between the client and the service provider and provide case work support to individuals who lack the knowledge or confidence to access CHSP/HACC and other services, or are concerned that the service response will not meet their diverse needs. The position will work within a person-centred-care and self-advocacy model to build the person's confidence and knowledge in accessing the service system.

To receive support from an A&S Worker the person must be in the CHSP/HACC target groups.

The role will liaise with diverse communities to provide information about HACC services and the broader service system and provide feedback to their manager about diversity and access issues.

## ***Key Roles & Responsibilities***

Client and community engagement and information provision:

- Promote CHSP/HACC and provide information to targeted communities and individuals.
- Use an early intervention/assertive approach to consult, engage, develop trusting relationships, identify access issues and receive advice from diverse groups or individuals to inform service responses.
- Maintain current knowledge of the local service system, actively develop and maintain links with CHSP/HACC and other service providers through networking and work proactively and collaboratively with service providers to better meet the diverse needs of CHSP/HACC eligible individual clients.

Direct service provision and collaboration with the local service system:

- Using an Active Service Model person centred, strength based approach, work in partnership with the client and other relevant agencies for a maximum twelve week period.
- During this time, use specific support strategies to build client confidence and empower the client to communicate confidently and assertively with relevant service providers.
- This position is not to undertake triage, central intake or case management services.

Diversity quality improvement and monitoring:

- Provide information about diverse needs and responses to management and participate in relevant networks.
- Contribute to RIAC's wellness and reablement and diversity planning processes.
- Undertake appropriate orientation, training and professional development to support the role.

## **KEY SELECTION CRITERIA**

To competently perform in this position, the person should possess the following knowledge, skills and experience outlined in the following Key Selection Criteria:

### ***Mandatory Skills/Experience***

1. Relevant qualifications in health and/or social and community services practice and/or a minimum three years equivalent combination of relevant experience, education and/or training in the community services sector.
2. Demonstrated ability and experience in working autonomously and effectively and collegially in partnerships and as part of a team and
3. Excellent level skills in the use of relevant computer software programs.

### ***Selection Criteria***

1. A broad understanding of diversity issues as they relate to individuals and their engagement with community care services
2. Experience in the working with clients in a case worker and/or related direct service provision role.
3. Demonstrated ability to deal sensitively and diplomatically with a diverse range of individuals and service providers; ability to advocate on behalf of clients and empower people to self-advocate.
4. Highly developed communication skills, demonstrated ability to write and speak in a way that is clear, appropriate and readily understood by the target audience.
5. Knowledge of the CHSP/HACC service system and service providers. Knowledge of the, Active Service Model, CHSP/HACC Assessment and Services and Service Coordination Framework would also be an advantage.

***Other position requirements:***

1. The completion of a satisfactory National Police Records Check and Working with Children Check will be required and other related checks.
2. The incumbent will be required to work in accordance with RIAC's performance development system and RIAC's policies and procedures.
3. A current driver's licence will be required or the capacity to travel.
4. Participate in continual quality improvement model and adhere to appropriate service system standards and all other legislative requirements of the role

**Authority**

The Access and Support Worker reports directly to the Operations Manager or Team Leader.

**Award / Agreement**

RIAC employees are employed under the Social, Community, Home Care and Disability Services Industry Award 2010 and the National Employment Standard.

This position is classified under this Award as a Level 3-4. RIAC currently has salary packaging arrangements available to its employees.

**Performance Review**

A six month probationary period applies to this position. RIAC has a Performance Development Policy which includes the development and review of an annual Performance Plan.

## **Police Check/Working with Children's Check**

Before commencement, the employee must undergo a National Police Records Check and Working with Children Check. Your suitability of

Employment will be determined by any outcome that may be listed on this check.