

**MOSS POSITION DESCRIPTION**  
**Social Support Group Worker - casual**

**Striving to End Homelessness**  
Sustaining housing and strengthening communities

<b>POSITION</b>	<b>Social Support Group Worker- casual</b>
<b>CLASSIFICATION</b>	Social and community services employee Level 4, Paypoint 1 commencing hourly rate \$37.54 (plus 25% casual loading applies). Generous conditions with immediate access to attractive salary packaging. Additional above award conditions, National Employment Standards
<b>TEAM</b>	Social Support Group
<b>FUNDING</b>	Victorian Department of Health (HACC PYP), Commonwealth Home Support Program (CHSP), NDIS
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010. Merri Outreach Support Service ENTERPRISE AGREEMENT 2018
<b>UNION</b>	Australian Services Union (ASU)
<b>REPORTS TO</b>	Program Manager – Social Support Groups, General Manager and CEO
<b>APPROVED BY</b>	Rita Lawrence (General Manager)
<b>DATE APPROVED</b>	29/9/2021
<b>SIGNED</b>	_____
<b>DATED</b>	...../...../ 2021

## **1. Organisational Context**

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- Shrivings Social Support Group (SSG)
- Heidelberg Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Catchment Youth Refuge
- Crisis Program (Crisis Response & Youth and Family)
- Darebin Assertive Community Outreach
- North and West Regional Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Transitional Outreach Support Team (TOST)
- Intensive Case Management program (ICMI)
- Banyule Housing Support
- Housing Support for the Aged (HSAP)
- Hume Transitional Support Programs
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Brunswick Older Persons' High Rise Support Program
- Northcote Older Persons' High Rise Support Program
- Connections Program
- NDIS Support Coordination

### **Position Summary**

The role of Social Support Group (SSG) Worker is to facilitate the smooth running of the Social Support Group. This involves supporting the frail, aged or NDIS consumer group who are eligible under Commonwealth Home Support Program funding guidelines. The position is located at the across 3 local government areas of Moreland, Banyule and Daerbin.

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The SSG Worker is a member of a team of Social Support Group Workers and is supported by the Social Support Group Program Manager. The role may also involve liaising with MOSS programs. MOSS supports a range of older people who have had a history of housing instability, substance use, mental health and chronic health issues.

There are a diverse range of activities offered through the Social Support Group. These include craft activities, garden and cooking programs, opportunities for celebration and social interaction, (gentle) physical activity, excursions and community participation. Emphasis is placed on activities which connect consumers to what is happening in the broader community through activities like footy tipping, celebrating Mothers/Father Day, Melbourne Cup Day, Grand Final Day, Show Day and so on, as well as marking personal celebrations such as birthdays.

MOSS respects and is responsive to diversity across the spectrum of attendees of Shrivings. Consequently the Social Support Group environment and activities is tailored to meet all consumers needs and interests and provides inclusive opportunities for people of similar backgrounds and experiences to socialise. This target group have expressed a need to 'feel useful' and as such the Social Support Group program will have a strong focus on developing positive engagement through fostering independence across all activities.

The Social Support Group Worker is required at all times to work within the policies, procedures and philosophical framework of Merri Outreach Support Service, the guidelines and standards of the funding body and to adhere to the highest professional and ethical standards in performing their duties and responsibilities associated with the position.

## **2. Key Selection Criteria**

- 2.1 Demonstrated experience and highly developed skills in the provision of support to aged and frail or NDIS participants.
- 2.2 Demonstrated ability to work as part of a team within a structured program, as well as the ability to work without supervision.
- 2.3 Demonstrated understanding of complex care needs and commitment to supporting marginalised people to continue to live interdependently in the community.
- 2.4 Experience in the provision of activities to diverse participants in a group setting.
- 2.5 Demonstrated ability to provide recreational services to consumers.
- 2.6 Ability to prepare and cook meals for consumers.
- 2.7 Basic computer literacy skills.
- 2.8 Certificate 111 in Aged care or equivalent.

### **3. Additional Information**

**Worksite:** This position is based at 351 Barkly Street, Brunswick, 221 Southern Road Heidelberg and 1 Holmes Street Northcote

**Hours of work:** Monday to Friday 9.00am to 3.00pm

**Website:** [www.merri.org.au](http://www.merri.org.au)

#### **Occupational Health and Safety:**

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

#### **Equal Opportunity:**

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

#### **Diversity:**

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

#### **Child Safe Organisation:**

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

#### **Employment is subject to:**

- NDIS Worker Screening
- Working with Children Check
- a current Police Records Check
- verification of qualifications

#### **Privacy Notification:**

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

#### **4. Application process and contact information:**

For more information about the position please contact: **Katrina La Rose 0412 593 524**. Additional information about Merri Outreach Support Service can be found on the website: [www.merri.org.au](http://www.merri.org.au)

Please address the **Key selection criteria** in your Application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 15 October 2021  
Please forward application by email to:

Rita Lawrence  
General Manager  
279 High Street  
Northcote VIC 3070  
or email  
[careers@merri.org.au](mailto:careers@merri.org.au)

## **5. Key Responsibility Areas**

### **5.1 Consumer Services:**

- Support eligible consumers to access and participate in the Social Support Group.
- Actively facilitate the implementation of a planned schedule of activities designed to meet the needs of the consumer group.
- Provide support to and advocacy for consumers including information, referral for mainstream and specialist services.
- In consultation with the team and the consumer, implement support plans.
- Support consumers to continue to live within the community.
- Actively participate in team meetings.
- Work collaboratively with other support programs and services to enable holistic support for consumers.
- Provide practical assistance to consumers as is appropriate for them to access resources.

### **5.2 Community Liaison and Networking:**

- Actively and positively promote Merri Outreach Support Service and its programs to consumers and the broader service system.
- Be informed of resources and support services available to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service and partner agencies.
- Provide assistance and appropriate information to services we refer consumers.
- Assist referrals with appropriate information about processes and pathways.

### **5.3 Policy, Planning and Community Development:**

- Identify areas of common need or themes affecting consumers and possible responses.
- Assist in regular reviews of program operations and ongoing development of the service including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by management
- Maintain a broad understanding of government policies which have a direct impact on people accessing services.
- Contribute to the development of responses to government policy, and systemic issues which may affect consumers, as directed by management.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Align support services with the Active Service Model.

### **5.4 Reporting and Administration:**

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- Maintain program and consumer records as required.
- Maintain filing systems as required for effective function of the program.
- Timely recording of consumer information using database as required by the funding body.
- Assist management in the preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to agency financial recording practices.

#### **5.5 Accountability:**

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Home Care Standards and other Agency accreditation requirements.
- Carry out duties in a manner that does adversely affect yours or others health and safety.
- Promptly report incidents/injuries/near misses that occur in the workplace to your team leader or manager.
- Be responsible to the Team, SSG Program Manager, General Manager and CEO
- Participate in Agency activities as directed.
- Actively participate in scheduled supervision with the SSG Program Manager.
- Submit timecards and leave application forms within required timeframes.