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| **Position Title & Level/Grade:** | SINC Social Worker | **Department:** | CHOICES & Aged Care Services |
| **Reports to:** | CHOICES & Aged Care Manager | **Supervises:** | Nil |
| **Internal Liaisons:** | The SINC Social worker will work closely with the SINC Administrator and Program Manager to provide aged care services. | **External Liaisons:** | Services are funded by the Commonwealth Government, other key stakeholders and relevant agencies include My Aged Care, Public Trustee and Guardians, other service providers, participants and families. |

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| **Position Objective** | The Seniors in Networked Communities (SINC) Program is a Commonwealth Home Support Programme funded service which operates throughout the ACT and Southern Highlands. SINC provides entry level support to individuals who are aged over 65 years (over 50 for Aboriginal and Torres Strait Islander People) within the community. The SINC Social Worker will work with older people who have been referred through the My Aged Care Portal to the SINC Program for Allied Health Services. The SINC Social Worker will be required to work within a person centred, wellness and reablement or restorative framework as outlined in the CHSP Manual to assist individuals to regain or maintain their independence and allow them to remain living in the community. The position is required to work with the individual to establish a baseline, identify goals and measure an outcome prior to discharge from the service. Social Work services may be delivered in the home of individuals, from CatholicCare office’s or hubs and in the community and may be delivered on an individuals or group basis.This SINC Social Worker must have a strong belief that all people can achieve outcomes, have value and contribute to their community. All decisions and actions of the employee will be consistent with the agency mission and values and must be completed with a person centred and customer focus. This position will be required to work in line with the Home Care Standards and all applicable relevant policies and procedures. |
| **Key Responsibilities** | **Service Delivery*** Manage referrals for Allied Health & Therapeutic Services, including waitlist, through the My Aged Care Portal on a daily basis
* Minimum 26 hours per week of reportable hours (FTE) including:
* Individual appointments/sessions/assessments
* Development and facilitation of group programs – 3 hours per week (as required in identified areas)
* Sign up new clients; complete relevant on-boarding documents and ensure they understand the program / supports provided
* Conduct detailed assessments to establish a baseline from which progress can be evaluated.
* Develop an Individual Plan with each client, including the identification of goals and strategies to achieve goals.
* Use measureable, objective, quantitative and qualitative indicators and record results against set goals.
* Track, collate, record and provide data using TCM to ensure the Activity Work Plan outputs and program KPI’s are met
* Actively communicate and work with clients to provide a quality service
* Ensure effective management of multiple / complex supports from a range of providers which intersect with mainstream or other supports, including liaising with staff from other agencies, making appropriate referrals and resolving service delivery issues
* Provide coordination that empowers individuals and improves interactions between them and their support network, including family and associates
* Address barriers to independence and participation
* Resolve points of crisis and develop individual capacity and resilience
* Provide information to participants, families, guardians in a format they understand and actively refer to other services as required
* Actively refer clients back to My Aged Care should their need increase or change.
* Maintain a comprehensive knowledge of relevant services

**Group Work*** Develop a program of groups for older people with a focus on regaining or maintaining physical, functional or cognitive abilities to either maintain or recover a level of independence
* Promote the groups throughout the region and to Regional Assessment Services
* Facilitate groups as agreed with the Program Manager, delivering a minimum of 1 group per week (as required in identified areas)

**Records Management*** Complete and review SINC Service Agreement in line with agency requirements
* Complete and review consent forms with individuals in line with agency requirements
* Ensure all participant information, shifts and case notes are up to date and accurately recorded on TCM (or other CMS)
* Contribute to the development and review of Policies and Procedures.
* Maintain competencies in all current IT applications, e.g. Microsoft applications, phones, printers, CMS and other software

**Quality Assurance*** Understand and adhere to agency policy and legislation, including but not limited to WHS
* Contribute positively to the workplace environment including at meetings and planning days,
* Attend regular professional supervision and contribute to appraisals and reviews
* Attend training and undertake relevant professional development
* Actively participate in continuous quality improvement activities and accreditation requirements, including the development and review of policies and procedures
* Provide accurate data collection and assist with preparation of statistics and information for reporting

**External Relationships*** Develop a professional network of relevant services in the Human Services Sector, with a particular focus on Regional Assessment Services in the region.
* Engage in professional communications and provide information to all stakeholders, utilising a a variety of formats
* Attend external network meetings, forums, committees, conferences and consultations as directed
* Arrange service visits as required and report to team meetings
* Participate in activities such as expos and community events to promote the services we provide
* Provide written feedback of any visits or attendance at events
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| **Key Selection Criteria** |
| * Tertiary qualification in a social work – eligible for membership to the AASW.
* Experience supporting individuals living who are aging, or in a relevant sector.
* Experience coordinating supports or utilising flexibility and initiative to respond to changing and / or complex needs to achieve individual goals
* Understanding and application of person centred working and individual choice and control
* Demonstrated communication and time management skills
* Understanding of Equal Employment Opportunity (EEO), Work, Health & Safety and Confidentiality
* Current driver’s license and be willing to undergo a National Criminal History Check
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| **Experience & Knowledge** | * Knowledge of the aged care and health sectors and services
* Knowledge of related standards, laws, legislation, awards regulations and codes
* Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation
* Understanding of the welfare sector and models of service
* Understanding of Quality Assurance Standards, protocols and implementation
 | **Attributes** | * Evaluating and monitoring own performance
* Contribution to program development
* Motivated and self-directed
* Working ethically
* Working well under pressure
* Demonstrating resilience
* Being patient and persuasive.
* Ability to work to set timeframes
* Accepting of change
* Empathetic
* High level of emotional intelligence
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as list above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |