



Position Description

Job title:	Access & Support Worker
Award:	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Reports to:	Programs Manager
Tenure:	Full-time, 38 hours per week. Fixed-term 12 months, subject to ongoing funding.
Date updated:	January 2023

Job Purpose

The Access and Support Worker role aims to achieve improved access and advocacy for Indigenous eligible clients to the *Home and Community Care Program for Younger People (HACC PYP) and the **Commonwealth Home Support Program (CHSP) through the provision of episodic support at key stages of the care pathway as the client navigates the service system. The role will work closely with local, government and Indigenous Health services to support the Indigenous community in the Eastern Metropolitan Region of Melbourne (EMR). Furthermore, the role requires a strong understanding of local health and other related services to promote and strengthen Aboriginal cultural identity through the implementation of appropriate programs and activities.

**HACC PYP provides basic support and maintenance services for Aboriginal and Torres Strait Islander people aged under 50 who experience difficulty performing the activities of daily living and their carers to help them remain independent at home and in the community.*

***CHSP supports Aboriginal and Torres Strait Islander people (50 years and over) who need assistance with daily living to remain living independently at home and in the community.*

Key Responsibilities



- Promote and increase participation in the HACC PYP and CHSP programs and provide information to local EMR Indigenous community about the Access and Support Program.
- Develop effective links and establish trust within EMR Indigenous communities as the role focuses specifically on Aboriginal and Torres Strait Islander people in the EMR.
- Liaise closely with the local health services, allied health services, the Department of Health, Department of Families, Fairness and Housing, Indigenous health peak bodies and other agencies to meet the needs of community members and participants.
- Support community members to connect and strengthen their cultural identity
- work collaboratively to develop programs to meet Aboriginal people's health needs in a culturally appropriate way.
- Use an early intervention/assertive approach to consult, engage, develop trusting relationships, identify access issues and actively seek feedback from individuals to inform service responses.
- Maintain current knowledge of the local service system, actively develop and maintain links with HACC PYP, CHSP and other service providers through networking and work proactively and collaboratively with service providers to better meet the diverse needs of eligible individual clients.
- Develop, implement and monitor Access and Support programs and outcomes to ensure they meet the expectations of MMIGP, program participants, the Indigenous community and funding agency expectations.
- Facilitate culturally appropriate engagement principles to discuss and ensure HACC PYP and CHSP eligible individual clients and or parents/carers to seek input and feedback to ensure all participants are receiving the services required.
- Maintain a confidential register of participants which includes detailed and accurate client contact details, case notes and other relevant records.
- Work collaboratively with MMIGP management and other MMIGP program workers, community groups and other stakeholders in order to meet the needs of the Access and Support clients.
- Ensure that all required documentation is completed within designated timeframes, is of a high professional standard and meets legislative and organisational requirements.
- Comply with all MMIGP policies, code of conduct, procedures and practices, external funding body requirements and legislation.



- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.
- Any other duties as directed by the CEO or other supervisor where required.

Key Selection Criteria

Experience, Qualifications & Skills

- Demonstrated understanding of the Victorian Aboriginal community and the ability to communicate effectively with Aboriginal people.
- Understanding of the specific cultural and historical issues that impact on Aboriginal clients, particularly in response to intergenerational trauma and the Stolen Generations.
- Demonstrated knowledge and understanding of culturally appropriate community engagement principles and cultural processes.
- Minimum Certificate IV in Community Services/Development and or equivalent experience in working as an Access and Support Worker and or other related community support services.
- Demonstrated experience, knowledge, and ability in developing, implementing and delivering Community and or cultural development program.
- Demonstrated liaison and networking skills and ability to work with other organisations, services and agencies.
- Demonstrated advocacy skills - seeks to understand issues and processes to be followed. Provides sound advice and assistance based on knowledge and experience.
- Demonstrate proficient computer skills and IT knowledge.
- Availability to work flexible hours including afterhours where required.



Personal Attributes

- Strong team player with effective interpersonal skills
- Ability to make sound and timely decisions
- Strong influencing skills
- Ability to manage up
- Exceptional written and verbal communication at all levels
- Strong organisational skills and high working ethics
- Attention to detail and results orientation
- Problem solving and solutions outlook together with self-initiative

**Aboriginal and Torres Strait Islander people are strongly encouraged to
apply**
