

Position Title: Commonwealth Home Support Program (CHSP) Worker

Location: Box Hill

Employment Type: Full time, Fixed Term 1-Year Contract

The Chinese Community Social Services Centre (CCSSC) is a leading ethno-specific organisation committed to delivering culturally responsive and high-quality community and residential care services, supporting the Chinese-speaking community across Victoria. From our Box Hill head office, we deliver a range of culturally appropriate programs, including aged care, disability services, migrant settlement, and community support such as Support at Home, CHSP and NDIS.

We are looking for a dedicated CHSP Worker to provide high-quality, culturally appropriate care and support to Chinese-speaking seniors. This role involves delivering services across both CHSP home services and group services. The position includes planning, delivering, and evaluating programs, supporting participants to access appropriate services, and ensuring service delivery outcomes align with CHSP funding requirements.

Key Responsibilities:

- Coordinate the delivery of CHSP Home Services and Group Programs
- Design and facilitate evidence-based, culturally appropriate structured activity programs for CHSP care recipients
- Conduct holistic assessments and create individualized care plans
- Act as a trusted guide for Chinese-speaking families, providing referrals and helping them navigate the aged care system
- Promote CHSP services within the Chinese-speaking community and to mainstream service providers.
- Ensure the smooth daily running of CHSP programs, including safe transport for our participants.
- Supervise, mentor, and support CHSP Assistants and Volunteers to ensure high standards of service delivery and adherence to CCSSC policies.
- Provide feedback and input into program development and continuous improvement initiatives
- Maintain high standards of documentation, safety (WHS), and compliance with the policies and procedures as well as Strengthened Aged Care Quality Standards.

Requirements:

- A Tertiary Qualification in Social Work (or a related human services discipline) is highly regarded. At a minimum, a Certificate IV in Ageing Support, Community Services, or Coordination of Aged Care is required
- Professional fluency in English, Cantonese and Mandarin

- Proven understanding of the CHSP framework, the Aged Care Quality Standards, and the Wellness and Reablement
- Desirable: experience in supervising staff and/or volunteers
- Must hold a current National Police Check, First Aid/CPR certification
- Must hold a current, full Australian Driver's License with a clean driving record and demonstrated experience (or high confidence) in driving 10–12 seater minibus.
- Proven computer literacy including Microsoft Office

We offer a competitive salary with salary packaging options to increase your take-home pay.

This position is classified under the Social & Community Services Award. Remuneration will be commensurate with qualifications and experience.

How to Apply:

Please submit your Resume and Cover Letter to hr@ccssc.org.au. For full application guidelines, please visit <https://ccssc.org.au/join-us/careers>.

Applications close: Friday, 1 May 2026

Note: Short-listed applicants may be contacted for interviews before the closing date, and the position may be filled prior to the closing date if a suitable candidate is found.