

POSITION DESCRIPTION

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP) WORKER

The Chinese Community Social Services CCSSC Limited (CCSSC) is committed to the provision of culturally responsive and high-quality community and residential care for elderly members of the Chinese-speaking community in the State of Victoria (Chinese-Victorian community). We also offer professional welfare services in migrant settlement as well as disability. We achieve our mission by attracting and retaining the best staff.

Responsible to: Program Manager & delegate

Basis of Employment: Full Time/Part Time

POSITION OBJECTIVES:

The CHSP Worker is responsible for leading the day-to-day operations of CHSP programs across CCSSC sites and community venues. This role ensures that services are well-coordinated, person-centred, culturally responsive, and aligned with CHSP funding requirements. The Worker also provides direction to CHSP Assistants and volunteers, ensuring service quality, compliance, and continuous improvement in program delivery.

The purpose of the role is to:

- Ensure eligible participants receive timely, high-quality, and appropriate services that meet their individual needs and goals.
- Ensure that services are delivered in caring, respectful, inclusive, and person-centred manner.
- Lead the orientation, training, and task assignment of CHSP Assistants and volunteers.
- Ensure compliance with quality, risk management, and reporting requirements in line with CCSSC policies and CHSP funding obligations.

KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to CHSP Worker:

1.1 Service Delivery

- Design, organise, and implement structured CHSP programs that are engaging, inclusive, and culturally relevant.
- Evaluate and review group activities to ensure their effectiveness and support continuous program improvement.
- Conduct initial and ongoing assessments of participants and develop care plans that reflect individual goals, preferences, and capabilities.

- Monitor participant needs and identify changes that may require care plan updates or additional support services.
- Develop and maintain a positive, respectful rapport with participants and respond to their needs with professionalism and sensitivity.
- Provide resources, guidance, and support to participants and/or their carers where appropriate.
- Facilitate participant access to other support services and make referrals when necessary.
- Adhere to occupational health and safety and risk management procedures.
- Ensure the safety and wellbeing of participants, staff, and volunteers during service delivery.
- Transport participants to and from CHSP venues as required.

1.2 Volunteer Management

- Ensure that volunteer numbers and skills are appropriate to meet program needs.
- Lead the recruitment, orientation, training, and supervision of volunteers, and monitor their performance to ensure they have the knowledge and support needed to carry out their nominated roles effectively.
- Provide ongoing support and feedback to volunteers to promote engagement and accountability.
- Address volunteer concerns, manage conflict, and handle complaints in a timely and professional manner.

1.3 Program Development

- Actively promote CHSP programs to the Chinese-speaking community and the wider local population.
- Build and maintain referral networks by liaising with community organisations, government, and non-government agencies.
- Explore opportunities to expand the program to new municipalities or service areas in response to community needs.
- Contribute to the preparation of funding proposals and service development initiatives.

1.4 Administrative Duties

- Ensure accurate and timely completion of program documentation, including assessments, care plans, attendance records, and data entry.
- Coordinate administrative tasks related to the program, including mail-outs, resource planning, and basic budget monitoring.
- Prepare regular reports for internal management and the Board of Management as required.
- Assist in the development of program materials and activity resources.
- Participate in staff meetings, professional development, and planning discussions.

2. **Teamwork**

- 2.1 Work as a member of CCSSC's team and carry out your duties in a manner that reflects the mission and values of CCSSC.

- 2.2 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 2.3 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.
- 2.4 Actively contribute to the establishment and maintenance of constructive relationships within the organisation.

3. Continuous Improvement/Quality Management

- 3.1 Ensure compliance with CCSSC's policies and procedures
- 3.2 Support a culture of continuous improvement and program evaluation.
- 3.3 Contribute to the success of CCSSC as a leading aged care and welfare service provider.

4. Health and Safety

- 4.1 Adhere to Health and Safety regulations, policies and procedures
- 4.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and participants
- 4.3 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Maintenance team
- 4.4 Demonstrate awareness of health and safety law and safe manual handling as relevant to position
- 4.5 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate
- 4.6 Participate in training and education sessions regarding occupational health and safety.
- 4.7 In the event of accidents or incidents that involve staff, participants or volunteers, accurately complete accident/incident forms as may be required and report to the management team.
- 4.8 In the event of hazard identification, complete relevant form and report to management team.
- 4.9 Immediate reporting to management team of notifiable issues e.g. key risks to the organisation.

5. Professional Responsibilities

- 5.1 Comply with all Privacy Legislation requirements and CCSSC confidentiality policy when communicating any and all information pertaining to participants, volunteers, staff and the operations of CCSSC.
- 5.2 Consistently exercise appropriate professional judgment in all decisions made that are related to the daily operation and the reputation and interests of CCSSC
- 5.3 Assist in the development of organisation and a positive attitude to participants' participation across the organisation
- 5.4 Maintain abreast of current practice and trends in quality management systems as they relate to the required accounting standards and provision of aged care services
- 5.5 Recognise the need for, and actively participate in continuing education and development.

6. Other Duties

- 6.1 To participate in and contribute to other activities of the Centre as required
- 6.2 Perform other duties as delegated by the Senior Management and Program Manager.

ESSENTIAL REQUIREMENTS

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

- Tertiary qualification in Social Work, Welfare or a related field is highly desirable. Candidates with a Certificate III or IV in relevant areas and suitable experience are also encouraged to apply.
 - Hold Current First aid qualifications (level 2) including current CPR
 - Fluency in Chinese. Able to speak both Cantonese and Mandarin, as well as to read and write Chinese is essential
 - Well-developed skills in oral and written communication in English
 - Working knowledge of the community aged care sector services
 - Demonstrated knowledge and understanding of aged care issues of people from Chinese-speaking backgrounds
 - Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands
 - Demonstrated ability to provide leadership and support to CHSP Assistants and volunteers
 - Ability to undertake assessments
 - Good organisational and administrative skills
 - High level analytical, research and report writing skills
 - Excellent problem solving and conflict resolution skills
 - Computer literacy – Intermediate to Advanced
 - Current driver licence
 - Reliable motor vehicle (including valid registration and full comprehensive insurance).
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PHYSICAL REQUIREMENTS

Requirement	Frequency		
	Infrequent 0% to 25%	Frequent 25% - 75%	Continuous 75% - 100%
<i>Whole body and lower limb movement</i>			
Standing and walking		X	
Sitting at desk <i>Carrying out documentation or administration requirements</i>		X	
Climbing <i>Ascending or descending stairs or ladders</i>	X		
Bending and Crouching <i>Bending at waist level, crouching to floor level</i>	X		
Kneeling	X		
Balancing		X	
<i>Upper body and upper limb movement</i>			
Reaching, stretching and twisting (forward, side and above) <i>Reaching in all directions and ability to twist at the waist</i>		X	
Grasping/Finger Movement <i>Pinching, picking and typing to hold onto objects</i>			X
Repetitive Motions <i>E.g., typing</i>			X
<i>Sensory</i>			
Hearing and speaking <i>Maintaining hearing acuity, understanding and interpreting conversations at a distance of up to 1 meter</i>			X
Visual Perception <i>Maintaining 20/40 vision (using correction if required), seeing and recognising objects, reading documents, discriminating between colours, determining depth perception.</i>			X
Smell <i>Distinguishing odours and identifying hazards</i>			X
Handling and Feeling <i>E.g., finger dexterity, hand-eye coordination, full hand and wrist movement, perceiving attributes of objects or participants by touching</i>			X