



Social Support Group Coordinator Position Description

<i>Direct Reports</i>	Group Assistant x 1 Volunteer/s
<i>Status</i>	Part time
<i>Hours of Work</i>	14 hours per week (to be worked flexibly over a 4 week period in line with operational requirements – including Mondays and first Thursday each month)
<i>Award:</i>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
<i>Classification:</i>	SCHADS Level 4
<i>Performance Management:</i>	6 month probation
<i>Last Updated:</i>	20 March 2026

Purpose

Newtown Neighbourhood Centre (NNC) provides a range of activities for seniors, delivered in a safe and supportive environment. Social Support Groups increase social connection and engagement by providing participants with opportunities to:

- Socialise with people from the same cultural background and/or who have similar interests.
- Engage in physical activities, exercise and play games.
- Enjoy outings in the community.
- Share morning tea/lunch with their friends.
- Participate in health and educational discussions.
- Enjoy special events and activities throughout the year.

Context in which the role operates

Newtown Neighbourhood Centre (NNC):

- Is a not-for-profit organisation working in and around the Inner West and City of Sydney Local Government areas.
- Provides specialist services for people who are at risk of homelessness and social isolation, particularly those living in Boarding Houses.
- Provides community strengthening activities to all members of the local community.
- Delivers social and cultural events which celebrate the unique and creative vibe of Newtown.
- Is committed to justice, inclusion, action and fun in all that we do.

NNC Aged Care Services

Aged Services at NNC are funded under the Commonwealth Home Support Program and Central Eastern Sydney Primary Health Network to provide social support and connection for older people through a number of programs.

Social Support Groups:

- Are offered to local seniors including those from specific bilingual/bicultural backgrounds (eg Greek, Portuguese and CFF Yugoslavia).
- Are supported by trained staff and volunteers (including bilingual staff for the respective CALD groups) and meet at Newtown Neighbourhood Centre and/or in Marrickville (ie Greek groups) on a weekly basis.
- Provide a space for social connection and celebration of culture through events and celebrations.
- Provide opportunities to hear and learn from guest speakers
- Facilitate participation in the broader community via monthly community outings.

Individual Social Support is provided by matching older people with volunteers who share similar interests. Volunteers can provide social support at home or in the community and can provide assistance with day to day tasks like shopping.

Inner West Healthy Ageing hub – the Inner West Healthy Ageing Advisor provides information, education and programs to assist all seniors in the Inner West to age in a healthy manner. The Healthy Ageing advisor can provide direct support to assist seniors to navigate My Aged Care and the service system in general.

Emphasis and Impact of the role

The Social Support Group Coordinator has responsibility to ensure older people from the CFF Yugoslavia are supported to remain independent and connected in their community. This is achieved by:

- Planning, development and delivery of a range of engaging and informative activities and outings that are informed by the group members themselves.
- Ensuring that service delivery has a focus on 'wellness' and 'reablement' and is co-designed with the group members themselves.
- Ensuring that services are delivered to the highest standard and are adapted to meet the changing needs of the target group and the requirements of the funding body.
- Working with team members to ensure resources are maximised and services are planned and coordinated seamlessly across the broader team.
- Leading and supporting a group assistant and volunteers to provide direct support in facilitating group activities.
- Monitoring the general wellbeing of group members, both formally and informally, and, where changes are observed, to document and follow up as required.

Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Workplace Health and Safety	<p>Follow NNC WHS requirements. (See detailed requirements below)</p> <p>Ensure staff and volunteers are risk mindful and risks are minimised.</p>	<p>All WHS risks minimised and safe working practices observed</p> <p>Risk Assessments in place and reviewed in a timely manner</p> <p>Incident and Hazard reports are made and followed up in a timely manner</p>
Staff support	<p>Coordinate and support group assistant/s and volunteer/s including onboarding and ongoing support.</p> <p>Complete documentation for group assistants, such as approval of timesheets, leave etc.</p>	<p>Group Assistant and volunteers are working within operational guidelines and supported to achieve CHSP program requirements</p>
Service Delivery	<p>Develop, coordinate and deliver a program of engaging activities for seniors.</p> <p>Ensure all new group members are welcomed and inducted as necessary.</p> <p>Risk assessments and service plans in place.</p>	<p>A quarterly program of activities based on the principles of wellness and reablement is documented and delivered.</p> <p>Group members are retained after initial visit.</p> <p>Program documentation is completed and updated in a timely manner.</p>

Service Outcomes	<p>Participate in processes to demonstrate service outcomes, including annual client satisfaction survey.</p> <p>Collect and report all attendance data in a timely manner</p>	<p>Service model is regularly reviewed and adapted to improve outcomes for clients.</p> <p>Outcomes for individuals and the whole service can be clearly demonstrated.</p> <p>Service output figures are reported on relevant portals and meet contractual obligations.</p>
Administration	<p>Maintain adequate and appropriate staff, volunteer and client records, and other information as required</p> <p>Reporting requirements including outcomes are in place.</p> <p>Client contributions are collected and appropriate cash-handling procedures are implemented.</p>	<p>Individual staff, volunteer and client files are maintained with all required documentation</p> <p>Accurate and timely data is available for reporting in the DEX system</p> <p>Fees collected are recorded for banked on a weekly basis.</p>
Stakeholders Engagement	<p>Develop and maintain appropriate partnerships to improve outcomes for CHSP client group.</p> <p>Work collaboratively with clients to improve wellbeing outcomes.</p>	<p>Evidence of healthy working relationships with other stakeholders</p> <p>Evidence of service user involvement in service design, review and running</p>
Communication	<p>Communicate effectively with all NNC teams</p>	<p>Evidence of good working relationships across NNC</p>

WHS Accountabilities – All NNC Staff

1. Comply with all workplace health and safety responsibilities relevant to the role in accordance with NNC's WHS management system.
2. Fulfil all work health and safety responsibilities and accountabilities as prescribed in the WHS management system.
3. Contribute towards all work health and safety goals, objectives and key performance indicators.
4. Maintain a healthy and safe work environment.
5. Undertake all WHS training requirements for your position.
6. Comply with any WHS policies, procedures and reasonable instructions.

WHS Accountabilities – Specific to this NNC role

Co-ordinators have responsibility for:

- Ensuring NNC's WHS procedures are effectively implemented.
- Providing the necessary information, training and appropriate supervision to workers (including volunteers) to enable them to understand and follow safe working procedures.
- Managing WHS issues on a day to day basis.
- Conducting workplace inspections on a regular basis and implementing corrective actions
- Identifying, assessing and controlling hazards.
- Reviewing risk assessments and controls.
- Investigating and reporting on all incidents and accidents so that corrective action is promptly implemented.
- Supporting rehabilitation and return to work programs for individual employees.
- Consulting with workers on work health and safety issues.
- Consulting, co-operating and co-ordinating activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Selection Criteria:

ESSENTIAL

1. Commitment to the values of Newtown Neighbourhood Centre.
2. Relevant Tertiary qualifications and/or minimum 3 years experience working with older people
3. Demonstrated experience in the planning and implementation of group programs for older people.
4. Demonstrated experience in carrying out risk assessments and implementing risk mitigation strategies.
5. Demonstrated capacity to manage, support and coordinate a small team of staff and volunteers.
6. High level written and verbal communications skill.
7. Demonstrated understanding of Cultural Safety issues and diversity.
8. Commitment to ensuring high levels of health and safety for staff, volunteers and clients.
9. A current driver's licence and safe driving record.
10. Ability to communicate fluently in Croation and/or Serbian.

DESIRABLE

1. Experience working within the My Aged Care assessment framework.
2. Demonstrated understanding of professional boundaries in relation to working with members of culturally specific groups.
3. Experience working with a range of IT systems, including knowledge of the My Aged Care service portal.
4. First Aid qualifications

Declaration

I have read this position description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.

Employee's Name

Employee's Signature

Date

Chief Executive Officer

Date