



# Social Support Facilitator

## Position Description

<b><i>Position title</i></b>	Social Support Facilitator
<b><i>Responsible to</i></b>	Social Inclusion Team Leader (Mischa Gwaspari)
<b><i>Direct Reports</i></b>	None
<b><i>Status</i></b>	Fixed term contract (Funding confirmed until 30 June 2020)
<b><i>Hours of Work</i></b>	28 hours
<b><i>Award:</i></b>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
<b><i>Classification:</i></b>	SCHADS Level 4 ; (SACS Grade 4)
<b><i>Performance Management:</i></b>	6 month's Probation
<b><i>Last Updated:</i></b>	6 March 2019

### **Purpose**

The Individual Social Support (ISS) - Community Outreach service will work with frail older people 65 years and older, and prematurely aged people, residing in boarding houses and at risk of homelessness to access appropriate and sustainable housing as well as My Aged Care, the aged care system generally and other support services. The focus is on socially isolated individuals at risk of falling through the cracks.

Activities include goal focused client management relationships, providing opportunities for collaborative working to achieve housing stability, meeting social support and community care needs of vulnerable, isolated and disadvantaged members of the community.

Delivering a service response that is directed to ensuring appropriate housing is secured for the older person and that their care needs are met so they can continue to live in the community.

### Context in which the role operates

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation working across the inner western suburbs of Sydney. NNC provides specialist services for people who are at risk of homelessness, as well as aged care and multicultural programs. NNC puts on social and cultural events such as the Saturday markets, and the annual Newtown Festival. In all that we do, NNC is committed to justice, inclusion, action and fun. We want to work with the community to fulfill its potential.

### Emphasis and impact of the role

To ensure older people are supported are being housed appropriately and in receipt of the care they need to continue living in the community. Individual service delivery has a focus on 'wellness' and reablement, a requirement of all Community Home Support Programs (CHSP) funded through the department of Health.

### Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Occupational health and safety	Follow NNC WHS requirements	All WHS risks minimized and safe working practices observed  Incident and Hazard reports are made in a timely manner
Service Delivery	Each individual participates in developing a service plan, with a focus on housing stability, wellness and reablement	Presence of individual service plans with clearly sign posted strategies to achieve service outcomes  Presence of individual risk assessments for all clients that are reviewed on regular basis
Service Delivery	Develop, contribute and engage in new project activities, planning and reviews	Contribution to the development of the service  Service model can be

		articulated and is reviewed and adapted to improve outcomes for residents
Service Outcomes	Participate in processes to demonstrate service outcomes and outputs	Outcomes of individual and whole service can be clearly demonstrated  Service output figures meet contractual obligations
Administration	Maintain adequate and appropriate client records, and other information as required  Comply reporting requirements including online reporting	Individual client files with completed risk assessments, signed consents and other documentation  Use of DEX and timely updates of information
Stakeholders Engagement	Develop and maintain appropriate partnerships to improve outcomes for residents of boarding houses and homeless people  Work collaboratively with service users to improve housing, health and well being	Evidence of healthy working relationships with other stakeholders  Engaged and supported cohort of appropriate service recruited into service delivery.
Communication	Communicate effectively with all NNC teams	Evidence of good working relationships across NNC

**Selection Criteria:**

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ESSENTIAL

1. Commitment to the values of Newtown Neighbourhood Centre
2. Demonstrated experience working with disadvantaged older people
3. Experience in needs assessment, case coordination and advocacy for service users and in individualised outcomes-focused service delivery
4. Relevant tertiary qualifications in community services or equivalent experience of working in Aged Care sector
5. Good written and computer based skills
6. Experience working collaboratively with a range of stakeholders including other service providers
7. Demonstrated understanding of Cultural Safety issues.
8. Ability and commitment to work as part of a team
9. A current driver's licence and safe driving record

**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.*

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Employee's Name

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Employee's Signature

Date

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Chief Executive Officer

Date