



## Social Support Group Assistant-Portuguese Position Description

<b>Position title</b>	Social Support Group Assistant
<b>Responsible to</b>	Group Program Coordinator
<b>Direct Reports</b>	None
<b>Status</b>	Part time
<b>Hours of Work</b>	Approximately 5 hours per week (to be worked flexibly over a 4 week cycle in line with operational requirements)
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
<b>Classification:</b>	SCHADS Level 2
<b>Performance Management:</b>	6 month Probation
<b>Last Updated:</b>	8 August 2023

### Purpose

The social support program provides social support for CHSP eligible Seniors.

The service provides a safe and stimulating environment, supports independence and social inclusion, provides opportunities for participants to socialise with people from the same cultural background or with similar interests, participate in health and educational discussions, get some exercise, go on excursions and share morning tea,

Each service user will be registered with My Aged Care and referred to NNC for CHSP services or have a Home Care Package

### 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 for the local community. 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

Assisting the project coordinator in the running of the group.

Setting up and closing down the facilities to enable the social support group activity to take place.

Providing a warm and welcoming environment assisting people to engage with others and to participate in the group activities.

Maintaining an appropriate risk awareness environment that ensures the well-being and safety of all attendees.

Providing observations and feedback to coordinators to ensure the ongoing safety and wellbeing of group participants

Providing a safe and culturally safe and supportive environment

Supporting participants to maintain their independence living at home and within the community.

### Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Work Health and Safety	Follow NNC WHS requirements	<ul style="list-style-type: none"><li>• WHS risks minimised and safe work practices observed, incidents and hazards identified and reported</li><li>• The group meets in a safe environment with minimal risks, both at NNC and on excursions</li><li>• Staff are trained in relevant infection control practices</li></ul>
Team working	Collaboratively working with colleagues and other team members.	<ul style="list-style-type: none"><li>• Agreeing plans and activities with the group coordinator.</li></ul>
Administration	Maintain adequate and appropriate records as required.	<ul style="list-style-type: none"><li>• Records of attendees are maintained</li><li>• Service user feedback noted, observations noted.</li><li>• Any monies received are appropriately recorded in line with organisational procedures.</li></ul>
Service delivery	Ensuring participants feel welcome and meet in a safe, friendly environment.	<ul style="list-style-type: none"><li>• Respectful communications with service users and family observed.</li><li>• Meeting room is ready for participants and appropriately tidy after use.</li><li>• Clients experience an enjoyable session</li></ul>

## Selection Criteria:

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### ESSENTIAL

1. Commitment to the values of Newtown Neighbourhood Centre.
2. Experience working with older people.
3. Demonstrated capacity to work safely.
4. Excellent communication and interpersonal skills.
5. Ability and commitment to work as part of a team.
6. Experience working with people in a non-judgmental supportive environment.
7. Hold a National Criminal Record check.
8. Be vaccinated in accordance with NSW and Australian Aged Care requirements.
9. Willingness to undertake relevant training to fulfil role.
10. Ability to speak fluent Portuguese.

### 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