



Individual Social Support and Intake Coordinator Position Description

<i>Position title</i>	<i>Individual Social Support and Intake Coordinator</i>
<i>Responsible to</i>	<i>Manager Aged Services</i>
<i>Direct Reports</i>	<i>Volunteers</i>
<i>Status</i>	<i>Part time</i>
<i>Hours of Work</i>	<i>21</i>
<i>Award:</i>	<i>Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010</i>
<i>Classification:</i>	<i>SCHADS Level 5</i>
<i>Performance Management:</i>	<i>6 month probation period</i>
<i>Last Updated:</i>	<i>16 November 2022</i>

Purpose

This role has responsibility for the planning, development and delivery of a range of individual social support activities which are funded under the Commonwealth Home Support Program (CHSP). The program currently has a focus on people who are aged over 65 who are experiencing social isolation.

The role will actively support and coordinate a team of volunteers to deliver the service and work in conjunction with Manager Aged Services to recruit, induct, train and manage the volunteer team.

The role shall also be the main point of contact for all new referrals to the NNC Aged Services team and complete initial screening and signup processes before allocation to most appropriate social support activity at NNC.

This role works with the Manager Aged Services and other team members to ensure services meet qualitative and quantitative requirements as defined by the CHSP and NNC policies and procedures.

The role will also assist in positioning NNC Aged Services to accommodate changes anticipated as part of the current aged care reform.

Context in which the role operates

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation working across the City of Sydney and Inner West Council areas of Sydney. NNC provides specialist services for people who are at risk of homelessness and social isolation, particularly those living in Boarding Houses. NNC is also funded to provide social support to those who may be ageing and socially isolated. NNC delivers social and cultural events which celebrate the unique and creative vibe of Newtown.

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.

NNC Aged Care Services

NNC operates under a Commonwealth Government contract for CHSP services and offers both individual and group social support programs. Clients are referred to NNC through My Aged Care. NNC offers weekly bilingual/bicultural groups for Greek, Portuguese, Countries of Former Yugoslavia Seniors. The groups are supported by bilingual staff and volunteers. A general group also meets weekly for Seniors who live in the Inner West. Groups meet at Newtown Neighbourhood Centre and in Marrickville and socialise, have guest speakers and go on monthly outings.

Individual social support is also provided through matching older people with volunteers who share similar interests. Volunteers can provide social support at home or in the community, connect with people via phone calls or online meetings and can provide assistance with day to day tasks like running errands together.

The Social Support and Intake Coordinator will play a key role in ensuring services are delivered in line with qualitative and quantitative requirements of the funding body and the policies and procedures of NNC. The role will also play a key role in ensuring new referrals to NNC are managed in a friendly, professional and timely manner.

Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Workplace Health and Safety	Follow NNC WHS requirements. (See detailed requirements below) Ensure volunteers are risk mindful and risks minimized or removed where possible	All WHS risks minimised and safe working practices observed Risk Assessments in place and reviewed in a timely manner Incident and Hazard reports are made and followed up in a timely manner
Staff support	Coordination of volunteers including recruitment, training and administrative requirements	Volunteers are working within operational guidelines and supported to achieve CHSP program

		requirements
Service Delivery	<p>Link service participants with compatible volunteers and support them to engage in regular social activities either face to face, by phone or online.</p> <p>Ensure all new service users and volunteers are welcomed and inducted in line with NNC policies and procedures.</p> <p>Client files and documentation are completed and regularly reviewed in line with NNC policies and procedures.</p> <p>Respond to all new enquiries/referrals in a timely manner and ensure all documentation is complete. Ensure new referrals are followed up to ensure they have started the respective NNC service option and if not, establish reasons why.</p>	<p>A documented record of activities is in place for each link and regular contact is made with both parties.</p> <p>Group membership reflects eligibility criteria.</p> <p>Individual risk Assessments and Service plans are all in place.</p> <p>New referrals are accounted for within 5 business days.</p> <p>New clients are accepted onto NNC programs</p> <p>File audits indicate initial intake and assessment documentation has been complete.</p>
Service Outcomes	<p>Participate in processes to demonstrate service outcomes and outputs – collect and report all service delivered and other demographic data on a monthly basis or as otherwise required.</p>	<p>Service model can be articulated and is 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 collected and reported on relevant portals and meet contractual obligations</p>

Administration	<p>Maintain adequate and appropriate volunteer and client records, and other information as required</p> <p>Reporting requirements including outcomes are in place.</p> <p>Fee paying service users are invoiced and reviewed appropriately 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>Any fee paying participants are reviewed on a regular basis. Fees collected are recorded for audit and reporting purposes.</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	Communicate effectively with all NNC teams	Evidence of good working relationships across NNC

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 in a human services role.
3. Demonstrated experience in conducting assessments for older people and/or other vulnerable communities
4. Demonstrated capacity to manage, support and coordinate a team of volunteers
5. Good written and verbal communications skills
6. Demonstrated experience working with a range of IT systems, including knowledge of the My Aged Care service portal.
7. Demonstrated understanding of Cultural Safety issues and diversity
8. Commitment to ensuring the highest levels of health and safety for staff, volunteers and clients
9. A current driver's licence and safe driving record

DESIRABLE

- Ability to speak a community language

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

