



Social Support Group Coordinator Position Description

<i>Direct Reports</i>	Group Assistants Volunteers
<i>Status</i>	Part time
<i>Hours of Work</i>	28 hours per week (to be worked flexibly over a 4 week period in line with operational requirements)
<i>Award:</i>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
<i>Classification:</i>	SCHADS Level 5
<i>Performance Management:</i>	6 month probation N/A for ongoing staff
<i>Last Updated:</i>	16 November 2022

Purpose

This role has responsibility for the planning, development and delivery of a range of social support groups 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 and people from multicultural communities.

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 Group Coordinator has leadership responsibility for a small team of group assistants and volunteers who provide direct support in facilitating group activities.

The role is also required to assist in the preparation of 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 organization working across the Inner West Council and City of Sydney 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 contact 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 socialize, 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 and can provide assistance with day to day tasks like shopping.

Emphasis and impact of the role

The role has responsibility to:

- Ensure older people in the Inner West are supported to remain independent and connected in their community.
- Ensure that service delivery has a focus on 'wellness' and 'reablement'.
- Ensure 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.
- Work with team members to ensure resources are maximised and services are planned and coordinated seamlessly across the broader team.
- Grow the scope and number of group social support activities currently offered by NNC

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 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	Coordination of Group assistants and volunteers including recruitment, training and administrative requirements	Group Assistants and volunteers are working within operational guidelines and supported to achieve CHSP program requirements
Service Delivery	<p>Develop, contribute and engage in Social Support Group project activities, planning and reviews with the broader aged care team.</p> <p>Ensure all new group members are welcomed and inducted as necessary. Risk assessments and service plans in place.</p>	<p>A documented program of activities is in place for each SS Group based on principles of wellness and reablement (including regular outings).</p> <p>Group membership reflects eligibility criteria.</p>
Service Outcomes	Participate in processes to demonstrate service outcomes and outputs – collect and report all attendance and other demographic data on a monthly basis or as otherwise required.	<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 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>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 invoiced and reviewed on a regular basis.</p> <p>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	<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 in a human services role.
3. Demonstrated experience in the planning, implementation and evaluation of a range of group programs for older people.
4. Demonstrated capacity to manage, support and coordinate a small team of staff and 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. Experience working collaboratively with a range of stakeholders including volunteers and other community service organisations.
8. Demonstrated understanding of Cultural Safety issues and diversity.
9. Commitment to ensuring highest levels of health and safety for staff, volunteers and clients.
10. A current driver's licence and safe driving record.

DESIRABLE

Ability to speak Greek or other 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