



Group Social Support Volunteer

Volunteer Position Description

<i>Position title</i>	<i>Group Social Support Volunteer</i>
<i>Responsible to</i>	<i>Group Facilitators</i>
<i>Direct Reports</i>	<i>Group Facilitators</i>
<i>Last Updated:</i>	<i>16 June 2021</i>

Purpose

The Newtown Neighbourhood Centre's Aged Care Program provides Social Support Groups (SSG) to older people. The groups that are currently running include a range of specific language and cultural groups including Greek, communities from Former Yugoslavia, and Portuguese, and a long running Inner West Seniors group. These groups support social engagement with older people through weekly social group meetings, health and wellbeing program, monthly excursions, monthly communal luncheons and regular activities for special occasions.

The groups are designed to ensure that older people from diverse populations have a sense of connection to their communities and community at large with regular contact outside of their homes.

In response to some of the issues of isolation for older people that became evident throughout 2020, Newtown Neighbourhood Centre is integrating an element of information technology education through SSG using the federal government's Be Connected curriculum. Any volunteers with skills in using mobile phones and computers for social purposes are encouraged to provide skill development in this area. Please indicate your skill and interest in your application process.

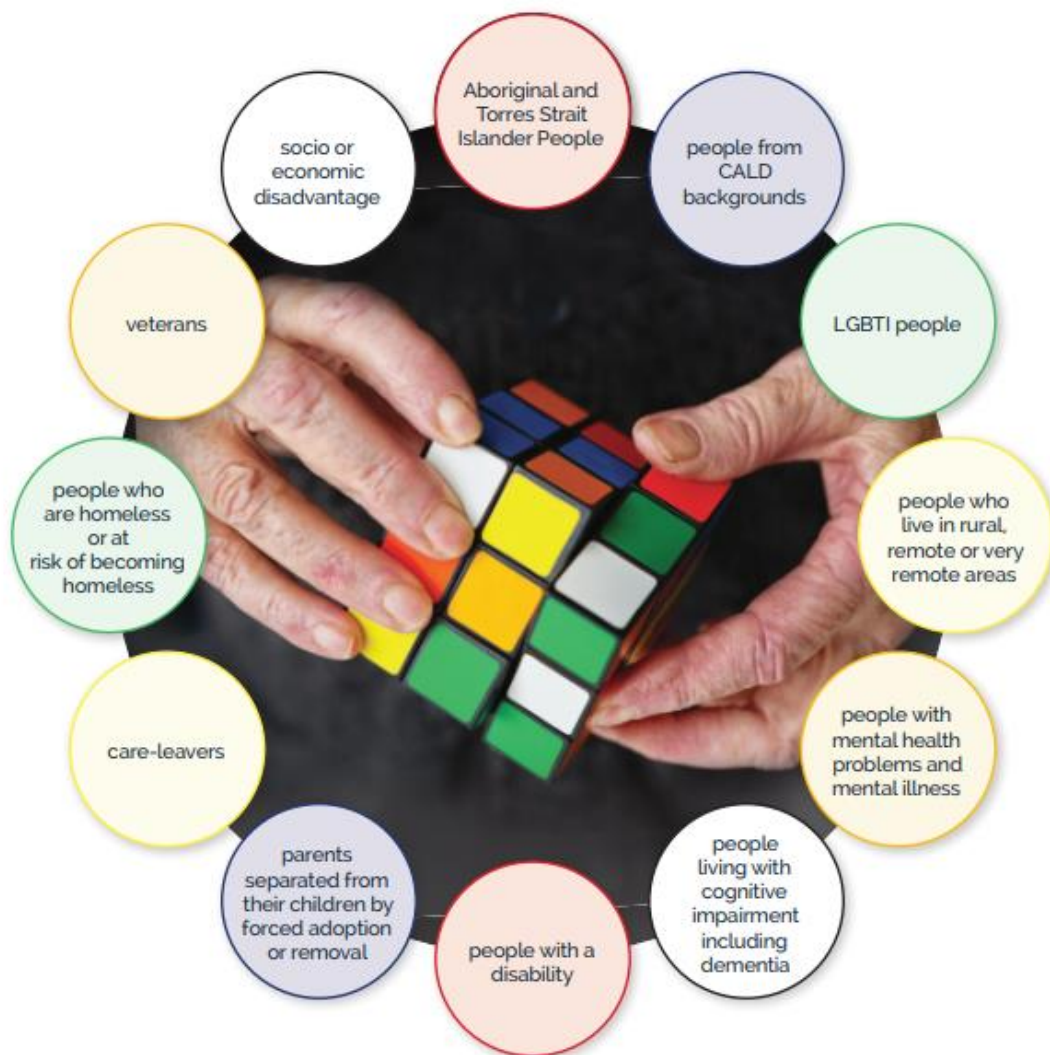
Context in which the role operates

The 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 annual Newtown Festival. In all that we do, NNC is committed to social justice and belonging; we exist to create a more vibrant, connected, and equitable community.

Emphasis and impact of the role

The SSG volunteers play a key role in providing social support for older people who can attend groups but need some extra support in their attendance. This can include support on entry to the group, engaging in social activities with the group, morning tea/lunch, support with infection control practices throughout the group, any activities as directed by the Group Facilitator, and supporting participants to depart at the end of the session. This work supports the Newtown Neighbourhood Centre's commitment to social inclusion. The SSG volunteers deliver regular, reliable, social support, through group meetings, outings, and/or other social contact.

The Newtown Neighbourhood Centre aims to support our community's most vulnerable people. The current groups are culturally specific and over time it is possible that there will be groups catering for an even more diverse cross-section of the community. For a better understanding of people who may be represented under this category here is a diagram from the Department of Health Aged Care Diversity Framework:



To access the entire document go to: www.health.gov.au/sites/default/files/documents/2019/12/aged-care-diversity-framework.pdf

Key Accountabilities

Key Accountability Areas	Task of this role
Provide social support to the clients and structural support to the group	<ul style="list-style-type: none"> ○ Provide social support to the clients; engage in conversation, assist with morning tea/lunch, maintain situational awareness of clients' abilities and needs ○ Arrive at the time agreed with the group facilitator ○ Help set up the venue for the social support group ○ Help clean and pack away after the group
Communication with group facilitator and clients	<ul style="list-style-type: none"> ○ Ensure the group facilitator is aware of what time you anticipate being present and communicate any changes in a timely manner ○ Collaborate with group facilitator and clients ○ Communicate rudimentary information regarding social support provision from the your perspective
Fostering empowerment and independence	<ul style="list-style-type: none"> ○ Focus Social Support on wellness and reablement, ensuring that clients are building or maintaining their own capacity rather than having things "done for" them ○ Maintain healthy boundaries in terms of your responsibility as a volunteer
Gain and maintain a knowledge and skills base that can support your work as an SSG volunteer	<ul style="list-style-type: none"> ○ Undertake any training associated with Social Support Group program at the Newtown Neighbourhood Centre ○ Undertake any additional training where possible, desired, or where advised (for example, Covid 19 Infection Control Training, Safe Food handling)

*For more information on wellness and reablement see this report:

www.health.gov.au/resources/publications/wellness-and-reablement-summary-of-consultations-across-the-home-care-sector

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