

POSITION DETAILS

Position Title:	Social Support Group Coordinator
Division:	Community Services
Reports To:	Social Support Group Team Leader
Responsible To:	General Manager
Location:	Sydney Metro
Date:	December 2021

MAIN PURPOSE OF POSITION

The Social Support Group Coordinator ensures the Social Support Group operates in accordance with the current operating guidelines of the Commonwealth Home Support Programme.

KEY ROLES AND RESPONSIBILITIES

The position is fully accountable for the quality and integrity of the service provided and work performed.

The key roles and responsibilities of the role include:

1. To ensure that the Social Support Group runs effectively.
2. Supervision of staff and the delegation of tasks as appropriate. To lead the team in the effective running of the Social Support Group.
3. To ensure that staff and volunteers fulfil the requirements of their job descriptions.
4. Be courteous and respectful to both staff and clients.
5. To be responsible for Social Support Group administration e.g. cash floats and collection of fees.
6. To coordinate, with the approval of the Social Support Group Team Leader, the activities of the Centre, ensuring they are in accordance with the philosophy and objectives of Co.As.It. and in line with Co.As.It. policies and procedures.
7. To do the shopping and prepare all meals for the group, in accordance with regulations and as per any other instructions by the Social Support Group Team Leader.
8. To maintain regular contact with and to follow all reasonable instructions from the Social Support Group Team Leader.
9. To participate in regular scheduled training sessions and all staff meetings.
10. To uphold HACCP food safety standards at all times.
11. To follow standard (universal) precautions in relation to infection control.
12. To ensure the provision and maintenance of safe working conditions for all staff and volunteers.

13. To consistently implement and monitor Co.As.It. policies and procedures in daily work activities, demonstrating understanding of and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.

14. To carry out duties in line with the philosophy and objectives of Co.As.It. and as directed by the Social Support Group Team Leader.

DUTIES:

- Be responsible for the coordination of activity programmes;
- Liaise with the Social Support Group Team Leader as necessary;
- Prepare all meals for the group which includes planning nutritious meals and shopping;
- Escort participants on and off the bus, from home to the Social Support Group /planned outings and vice-versa;
- Report any difficulties or requests that staff may have to the Social Support Group Team Leader or for client issues to the Social Support Group Assessment Officer.
- Ensure that staff and volunteers fulfil the requirements of their job description;
- Maintain safe working conditions for staff and safe conditions for clients and visitors to the Centre;
- Other reasonable duties relevant to the position, as required and approved by the Social Support Group Team Leader.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Social Support Group Coordinator needs to build extensive networks and strong consultative relationships within the organisation.

These relationships include:

- Social Support Group Team Leader;
- Social Support Group Coordinators;
- Social Support Group Assessment Officer;
- Staff across the Social Support Group team;
- General Manager;
- HR Officer.

KEY PERFORMANCE CRITERIA

Broad indicators:

- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To follow, implement and monitor all procedures in relation to health and safety and to view the health and safety of others in the workplace as paramount;
- To represent Co.As.It. positively;
- To keep the Social Support Group Team Leader informed of key issues, including reporting any staff accidents/incidents or hazards;
- To keep the Social Support Group Assessment Officer informed of client key issues.

Position Specific indicators:

- Attend staff meetings;
- Attend compulsory training sessions and complete all set core skill training.

Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Certificate IV in Aged Care or equivalent;
- Demonstrated understanding of issues affecting CALD communities in NSW and the impact this has on older people;
- Demonstrated understanding of the challenges faced by people living with dementia;
- Demonstrated experience working in an adult Social Support Group setting or in programmes for disabled people;
- Demonstrated experience supervising staff in adult Social Support Group centre setting;
- Capacity to work independently and collaboratively in a team environment;
- Demonstrated ability to communicate with a wide range of people both in English and preferably Italian;
- Ability to complete all documentation relevant to the position in a timely manner;

- Understanding of, and commitment to, Occupational Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement;



VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....