



POSITION DESCRIPTION

POSITION DETAILS			
PD Number	PD001c		
POSITION TITLE:	Social Support Group Facilitator		
REPORTS TO:	Social Support Group Team Leader		
DIRECT REPORTS:	Volunteers		
GRADE	SCHADS Grade 3 and dependent on qualifications and experience		
HOURS:	Varied – as per contract		
BUSINESS UNIT/LOCATION	MCCI Head Office, community centres and venues in the Illawarra Shoalhaven region.		
ROLE PURPOSE	<p>Social Support Group Facilitators deliver safe and high quality culturally appropriate group based activities to clients age over 65. The role assists older people to feel socially included through structured, group based activities that develop, maintain or support independent living, wellbeing, and social interaction.</p> <p>Facilitators are responsible for the safety and quality of their own professional practice, consistent with MCCI's policies and procedures, the Commonwealth Home Support Program Manual & Guidelines, and Aged Care Quality Standards.</p>		
KPI's	Sustainability	<ul style="list-style-type: none"> • Group delivered within budget • Minimum no. clients per group 	<2% variance 15
	Community Reach	<ul style="list-style-type: none"> • No. of SSG clients who move to packages and choose MCCI • Increase in new clients per year 	>80% >20%
	Consumer Satisfaction & Impact	<ul style="list-style-type: none"> • Overall consumer satisfaction • Consumer health & wellbeing improved 	>85% >85%
	People & Culture	<ul style="list-style-type: none"> • Group volunteers have confidence in the Facilitator • Direct reports understand their roles and responsibilities. 	>85% >85%
	Service Delivery & Quality	<ul style="list-style-type: none"> • Client files are up to date in Procura • Compliance with Aged Care Quality Standards 	100% 100%

Main Tasks and Responsibilities

Sustainability

- Collect client attendance records and fee contributions as per operational procedures.
- Plan and deliver activities within allocated budget.
- Build and maintain positive working relationships with service users, participants, and carers.

Community Reach

- Identify clients in need of additional assistance or services, and work with The Team Leader and Care Advisers to refer clients for appropriate supports.
- Support CHSP clients who require Home Care Package Services with information and referral to My Aged Care
- Support initiatives across MCCI to increase the number of clients participating in the program.
- Develop, coordinate, and disseminate relevant information resources to achieve program aims

Consumer Satisfaction and Impact

- Support the implementation of wellness and reablement strategies throughout the SSG program.
- Implement strategies to obtain feedback from clients about services provided, including customer satisfaction, meals and activity preferences.
- Encourage clients to identify preferred activities and information that promote health, wellbeing and reablement.
- Encourage clients to participate in information sessions, presentations, guest speakers and excursions that are organised for the program by the Team Leader.
- Develop and maintain Client Support Plans in line with MCCI policy and client's needs.

People and Culture

- Implement effective, culturally appropriate communication strategies with clients.
- Provide guidance and operational support to SSG volunteers in line with MCCI policy on working with volunteers.
- Contribute to a cohesive high performance team environment and positive workplace culture.
- Develop and maintain effective relationships with internal stakeholders
- Attendance at regular staff & team meetings as required
- Maintaining a commitment to ongoing personal development and education

Service Delivery and Quality

- Where a centre based meal is provided, work with volunteers to ensure culturally appropriate meals for clients are provided.
- Where transport to the group is provided, work with volunteers and the Team Leader to ensure that safe and timely transport services are delivered to clients.
- Work proactively with the Coordinator to identify opportunities for continuous improvement in program delivery.
- Ensure MCCI policy and procedure is implemented all aspects of work, including the development of individual client Support Plans and annual reassessment of client needs.
- Provide accurate attendance and other information to assist the Coordinator with reporting requirements.

- Ensure all client paperwork is up to date in line with MCCI policy and procedure
- Ensure the facility where the SSG is run is safe, clean and fit for purpose.
- Comply with all WH&S policies and procedures of MCCI, including Food Safety Policy.
- Identify and implement system improvements
- Handle complaints and incidents in line with MCCI policy.
- Assist MCCI in the completion of quality reviews and accreditations

Role requirements

Values and Behaviours	<p>SUPPORT</p> <ul style="list-style-type: none"> • Consumer partnership at the centre of our work. • Supporting our colleagues to grow in skills and confidence. <p>TEAMWORK</p> <ul style="list-style-type: none"> • Quality improvement and good information management underpinning our work • Collaborating and working effectively together on our team's goals. <p>TRUST</p> <ul style="list-style-type: none"> • Building confidence with our community, consumers and carers. • Acting in accordance with MCCI's values and purpose always. <p>SHARE</p> <ul style="list-style-type: none"> • Empowering consumers to make good decisions for their wellbeing. • Together pursuing ideas, innovations improvements to the way we work.
Underlying characteristics	<ul style="list-style-type: none"> • Excellent written and verbal communication skills and the ability to relate to and gain buy-in, cooperation and support from a broad range of stakeholders. • Excellent time management and the ability to handle multiple tasks simultaneously. • Desire to achieve excellent results, a thirst for knowledge and constantly seeking ways to improve. • Demonstrates attention to detail, accuracy and thoroughness in work produced. • Self-directed and autonomous, requiring minimal supervision.
Experience Requirements	<ul style="list-style-type: none"> • Experience in managing groups and developing a program of activities. • Experience in working within the aged and/or disability care sector and an understanding of issues relating to older people and their carers. • Strong knowledge of, and prior experience working with, CALD community organisations and an understanding of issues and needs of older people from CALD backgrounds. • Experience in working with minimal supervision with agreed objectives.
Qualification Requirements	<ul style="list-style-type: none"> • Minimum Certificate 3 in Aged Care, Individual Support, Community Services or equivalent substantial experience in delivering group-based programs. • Current Provide First Aid Certificate.
Licence/s & Checks	<ul style="list-style-type: none"> • Unrestricted motor vehicle licence (essential). • Own motor vehicle (essential). • Comprehensive Car Insurance. • Criminal history check to work in Aged Care. • Eligibility to work in Australia.

	<ul style="list-style-type: none">• COVID 19 Vaccinations.
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Employee Print Name: _____

Employee's Signature: _____ Date: _____

CEO & Co. Secretary's Signature: _____ Date: _____