



POSITION DESCRIPTION

| POSITION DETAILS | |
|---|---|
| PD Number | PD001c |
| POSITION TITLE: | Social Support Group Facilitator |
| REPORTS TO: | Social Groups 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 Wollongong /Illawarra/Shoalhaven, Queanbeyan and ACT Illawarra Shoalhaven region client home and other community settings |
| 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> |
| Main Tasks and Responsibilities | |
| <p>Sustainability</p> <ul style="list-style-type: none"> • 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. <p>Community Reach</p> <ul style="list-style-type: none"> • 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 <p>Consumer Satisfaction and Impact</p> <ul style="list-style-type: none"> • 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.
- 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 Team Leader 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 Team Leader 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 int the completion of quality reviews and accreditations.
- Perform any other required duties as instructed

Role requirements

| | |
|--|---|
| <p>Values and Behaviours</p> | <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. |
| <p>Underlying characteristics</p> | <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. |

| | |
|-----------------------------------|--|
| | <ul style="list-style-type: none"> • 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"> • Own transportation to commute to work and to other offices, within region for work related meetings etc • Appropriate licence for transportation e.g. Class C licence • Comprehensive car insurance and registration if using car for work • Criminal history check to work in Aged Care. • Eligibility to work in Australia. • Vaccinations as per MCCI policy. |

Employee Print Name: _____

Employee's Signature: _____

Date: _____

CEO & Co. Secretary's
Signature: _____



Date: 15 May 2023