



## POSITION DESCRIPTION

POSITION DETAILS	
<b>PD Number</b>	PD007CS
<b>POSITION TITLE:</b>	Social Support Group Facilitator
<b>REPORTS TO:</b>	Social Groups Team Leader
<b>DIRECT REPORTS:</b>	Volunteers
<b>GRADE</b>	SCHADS Grade 3 and dependent on qualifications and experience
<b>HOURS:</b>	Varied – as per contract
<b>BUSINESS UNIT/LOCATION</b>	MCCI offices, community centres and venues in the Wollongong /Illawarra/Shoalhaven, Queanbeyan and ACT region.
<b>ROLE PURPOSE</b>	<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 &amp; Guidelines, and Aged Care Quality Standards.</p>
Main Tasks and Responsibilities	
<p><b>Sustainability</b></p> <ul style="list-style-type: none"> <li>Collect client attendance records and fee contributions as per operational procedures.</li> <li>Plan and deliver activities within allocated budget.</li> <li>Build and maintain positive working relationships with service users, participants, carers and other stakeholders.</li> </ul> <p><b>Community Reach</b></p> <ul style="list-style-type: none"> <li>Identify clients in need of additional assistance or services, and work with the Team Leader and Care Advisers to refer clients for appropriate supports.</li> <li>Support CHSP clients who require Home Care Package Services with information and referral to My Aged Care</li> <li>Support initiatives across MCCI to increase the number of clients participating in the program.</li> <li>Develop, coordinate, and disseminate relevant information resources to achieve program aims</li> </ul> <p><b>Consumer Satisfaction and Impact</b></p> <ul style="list-style-type: none"> <li>Support the implementation of wellness and reablement strategies throughout the SSG program.</li> <li>Implement strategies to obtain feedback from clients about services provided, including customer satisfaction, meals and activity preferences.</li> <li>Encourage clients to identify preferred activities and information that promote health, wellbeing and reablement.</li> </ul>	

- 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, by completing regular facility checklist and inspection.
- 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><b>Values and Behaviours</b></p>	<ul style="list-style-type: none"> <li>• Diversity – We believe in and celebrate an inclusive and culturally diverse society</li> <li>• Respect – We value the contributions of all people and uphold the dignity of others</li> <li>• Integrity – We always act in an open, honest, ethical and courageous way</li> <li>• Empowerment – We advocate and actively support others to realise their aspirations and goals</li> <li>• Collaboration – We work cooperatively with others who share our vision, values and purpose</li> <li>• Hope – We are inspired by the potential that change can bring to our comm</li> </ul>
<p><b>Underlying characteristics</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Excellent time management and the ability to handle multiple tasks simultaneously.</li> </ul>

	<ul style="list-style-type: none"> <li>• Desire to achieve excellent results, a thirst for knowledge and constantly seeking ways to improve.</li> <li>• Demonstrates attention to detail, accuracy and thoroughness in work produced.</li> <li>• Self-directed and autonomous, requiring minimal supervision.</li> </ul>
<b>Experience Requirements</b>	<ul style="list-style-type: none"> <li>• Experience in managing groups and developing a program of activities.</li> <li>• Experience in working within the aged and/or disability care sector and an understanding of issues relating to older people and their carers.</li> <li>• Strong knowledge of, and prior experience working with, CALD community organisations and an understanding of issues and needs of older people from CALD backgrounds.</li> <li>• Experience in working with minimal supervision with agreed objectives.</li> </ul>
<b>Qualification Requirements</b>	<ul style="list-style-type: none"> <li>• Minimum Certificate 3 in Aged Care, Individual Support, Community Services or equivalent substantial experience in delivering group-based programs.</li> <li>• Current Provide First Aid Certificate.</li> <li>• Food Handling Certificate ( Do Food Safely) or willing to obtain</li> </ul>
<b>Licence/s &amp; Checks</b>	<ul style="list-style-type: none"> <li>• Unrestricted motor vehicle licence e.g. Class C.</li> <li>• Own motor vehicle.</li> <li>• Vehicle registration and full comprehensive car insurance (if driving for work).</li> <li>• Valid Police check.</li> <li>• Eligibility to work in Australia.</li> <li>• Working with Vulnerable People Card (for ACT candidates).</li> <li>• Vaccinations as per MCCI policy.</li> </ul>
Employee Print Name:	
Employee's Signature:	Date:

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