

**Role Description**

<b>POSITION:</b>	Social Support Group Coordinator	<b>PD No:</b>
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**Purpose:**

The Social Support Group Co-ordinator is responsible to plan, implement and evaluate a Social Support Group program that provided a range of individual, group and community activities according to clients individual assessed mental, physical, social, cultural and spiritual needs and preferences.

**Key Selection Criteria:**

**Mandatory Qualifications:**

1. Certificate IV Leisure and Lifestyle.
1. Provide First Aid Certificate (current).
2. Influenza Immunisation annually (Exemption will only be accepted with a letter from your General Practitioner).
3. COVID 19 Immunisation
4. Current NDIS Worker Screening Check
5. Completion of the NDIS Worker Orientation Module
6. Current Light Rigid Licence

**Desirable:**

1. Experience in aged care and the use of the My Aged Care Provider Portal.
2. Knowledge of Commonwealth Home Support Program (CHSP) guidelines and Accreditation Standards for Aged Care

**Conditions of employment:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025.

**Responsible to:** Nurse Unit Manager

**Main responsibilities:**

- Plan, implement and evaluate the Social Support Group program
- Maintains Client records via the Client Management System
- Undertakes monthly data reporting as required
- Ensures maintenance of vehicles ( Bus) is conducted according to schedules
- Undertakes Risk Assessment of planned activities prior to implementation and develop strategies to mitigate the identified risks.
- Ensure programs meet the Commonwealth Home Support Program Guidelines
- Ensure all food is provided in accordance with the Food Services procedures
- Liaise with other staff and other service providers as required
- Participate in service development strategies

**Reporting requirements:**

- Report any issues or concerns to the Nurse Unit Manager.
- Completion of Maintenance / Hazard Identification immediately upon the discovery of an unsafe environment or unsafe equipment.
- Completion of Incident Reporting immediately following an incident.

**Performance appraisal:** at 6 months, then annually and as requested by the line manager.

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------------------	----------------------------------	---------------

**Key Results Areas (KRAs) and performance criteria**

**1. CONDUCT**

- 1.1 Demonstrates a high standard of personal appearance and conduct, that is: clean, neat, tidy, punctual, and respectful language and manner toward clients and others.
- 1.2 Information related to a client or staff member is at NO TIME discussed with anyone other than the relevant staff member providing service.
- 1.3 Demonstrates a flexible, and enthusiastic attitude toward undertaking a variety of tasks with a team approach
- 1.4 Assists with the completion of individual client assessment and the development, implementation and evaluation of client care plans, that are Leisure and Lifestyle focused.
- 1.5 Assists and supports clients to maintain independence with respect to activities of daily living and lifestyle.
- 1.6 Provides privacy and dignity to clients in all aspects of care and service.

**2. HEALTH & SAFETY**

- 2.1 Participates in the risk management program and contributes to a safe work environment for self, other staff, and volunteers; and a safe service environment.
- 2.2 Ensures activity risk assessments are followed and identified issues reported immediately to the Nurse Unit Manager.
- 2.3 Reports immediately, any equipment or situation which has the potential to cause harm.
- 2.4 Completes an Incident Form, via VHIMS Central, for an event or situation that; resulted, or could have resulted, in harm to a client or staff member; or a complaint, loss or damage.
- 2.5 Participates in problem solving processes to resolve health and safety issues.
- 2.6 Demonstrates an understanding of all types of elder abuse, the appropriate action to take and the reporting requirements according to your role.

**3. QUALITY IMPROVEMENT**

- 3.1 Provides safe, quality care/service as a priority in your everyday work.
- 3.2 Provides competent care/service in accordance with the organisation’s documented policies and procedures, and legislative requirements relevant to your role.
- 3.3 Encourages and supports clients to provide feedback and to make complaints, including completing an Improvement Form on their behalf according to their wishes.
- 3.4 Actively participates in team meetings and quality improvement activities to improve the quality and safety of the care and services provided.
- 3.5 Initiates quality improvement activities relevant to the Social Support Group Department

**4. KNOWLEDGE & SKILLS**

- 4.1 Maintains own knowledge and skills for safe care/services by completing annual mandatory training and competency assessments related to your role; participating in ongoing education sessions, and; reading communication boards, newsletters and memos.
- 4.2 Annual training objectives are completed following performance appraisal to ensure you have the right skills and knowledge to perform your role.
- 4.3 Participates in relevant professional and network groups (recommendation only).

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**5. SAFE & EFFECTIVE CONSUMER-CENTRED CARE**

- 5.1 Promotes positive clinical and personal care workforce relations resulting from effective workforce engagement and support and the creation of a culture of safety that empowers staff to speak up and raise concerns and to work together to seek solutions for consumer safety concerns.
- 5.2 Utilises systems and processes that are in place for relevant regulatory compliance including but not limited to; the clinical and personal care workforce practising within their scope of practice, Health and Safety legislation, National Infection Prevention and Control Guidelines, compliance to the Quality of Care Principles – care and services for client services, the Accountability Principles for compulsory reporting of elder abuse and unexplained absences, Privacy legislation and legal documentation requirements.

**6. INFECTION PREVENTION & CONTROL (IPC)**

- 6.1 Follows the organisations Infection Prevention and Control, policies, procedures and Work Practices.
- 6.2 Follows the direction of the IPC Lead.
- 6.3 Participates in the annual immunisation program, on an annual basis.
- 6.4 Reports any infection control issues to the Registered Nurse.
- 6.5 The annual Staff Development Program includes mandatory training and competencies for hand hygiene, standards and transmission-based precautions including; outbreak management.

**7. QUALITY PROGRAM**

- 7.1 Participates in the organisational quality program.
- 7.2 Undertakes Clinical Audits, as directed.
- 7.3 Participates in Procedure and Work Practice review as requested.

**8. NATIONAL DISABILITY INSURANCE SCHEME (NDIS)**

- 8.1 Working knowledge of, and compliance with, National Disability Insurance Scheme Act 2013 and NDIS Code of Conduct
- 8.2 Promote a supportive and positive working environment for NDIS participants

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<b>Physical Demand Analysis</b>	<b>Type of Work:</b> A = Administrative C = Care S = Services
	<b>Frequency:</b> Continuous ( C ) = 75% to 100% of the shift Frequent ( F ) = 25% to 75% of the shift Infrequent ( I ) = 0% to 25% of the shift
	<b>Note:</b> Assistive technology will be considered on an individual basis.

Physical demand	Frequency for type of work		Description
		C	
Standing and Walking	F		Standing and walking are major requirements for carrying out tasks and. The ability to fully use both legs on variable surfaces is required.
Sitting	F		Sitting is required when carrying out documentation or administrative tasks.
Climbing	I		Climbing is required to go up and down stairs and steps. Requires body agility and the ability to use both legs and feet and hands/arms to use hand rails.
Balancing	C		Balancing is required to maintain body steadiness to prevent falling when walking, standing, crouching and/or lifting whilst carrying out task requirements.
Lifting and carrying	F		Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. The ability to fully use both arms and hands is required.
Pushing and Pulling	F		Pushing and pulling objects around the facility including but not limited to trolleys, wheeled chairs and manual handling equipment.
Bending & Crouching	F		Bending at waist level whilst carrying out tasks is required. Ability to crouch to floor level when required.
Kneeling	I		Kneeling can be required whilst carrying out tasks.
Reaching & stretching	F		Reaching and stretching is required in carrying out tasks, and in the movement of objects..
Twisting	F		Twisting may be required in carrying out tasks. The ability to reach in all directions and to twist at the waist is required.
Grasping/ Finger Movement	F		Grasping and fine finger movement is required to hold objects. The ability to do repetitive motions with hands, wrists and fingers is required.
Handling and Feeling	C		Finger dexterity and hand-eye coordination, along with full hand and wrist movement is required. The ability to distinguish the features of objects by touch, particularly with the fingertips is required.
Talking & Communicating	C		Talking and communicating is required to carry out tasks. An excellent understanding of the English language and the ability to communicate effectively is required.
Hearing	C		Hearing and the ability to interpret what is being heard is required to carry out tasks. Ability to maintain hearing acuity, with correction, if required.
Vision	C		Vision and ability to recognise objects to determine depth perception, to discriminate between colours and read documents is required to carry out tasks. Ability to maintain 20/40 vision using correction, if required.
Smelling	F		Ability to distinguish odours and identify hazards is required when carrying out tasks.
Repetitive Motions	I		Repetitive motions of the wrists, hands or fingers are required when carrying out tasks.

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I .....(Please Print) have read and understand the Position Description requirements including the Physical Demands and agree that I have the capacity to do this position. I agree to follow the requirements set out in the position description and understand that the information provided is a general outline and may not include every aspect of the position.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_