

Community Support Services



Position Description	
Position Title	Social Support Group Officer
Program Location	Head Office
Reports To	Manager of Community Living
Direct Reports	Nil
Award	Social Community Home Care and Disability Services
Classification	Social and Community Services Employee Level 4
Community Services #1 Capability Level	Level 4
Objective	<p>To develop, plan, organise and promote the daily activities to support the operations of the social support groups.</p> <p>Social support groups focus on implementing a wellness approach that builds on individual strengths, capacity and goals and offers social connections for older people to remain independent and to live safely at home.</p>
Key Accountabilities and Capabilities	<p>Oversee the programs and activities delivered by the Social Support Workers.</p> <p>Develop, expand, facilitate and promote current programs and activities as well as establish and facilitate new Social Support Groups in collaboration with the Manager of Community Living.</p> <p>Review the administration of the Social Support Groups and recommend improvements.</p> <p>As part of the Community Living team, promote cultural inclusion as a strategy to improve outcomes for individuals and culturally and linguistically distinct groups.</p> <p>Maintain accurate client information records, whilst adhering to ethical privacy and confidentiality principles.</p> <p>Participate in quality assurance and continuous improvement processes for the Community Living team.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>

Selection Criteria	
Required Qualifications, Skills and Experience	<p>Demonstrated equivalent Certificate IV qualifications in relevant fields such as Community Services or equivalent work experience, with a genuine interest in cultural inclusion in the community.</p> <p>Extensive experience in community engagement with C.A.L.D. communities.</p> <p>Demonstrated sound understanding of risk assessment and duty of care for client services.</p> <p>Demonstrated strong client relationship and interpersonal skills, including experience with negotiation, problem solving and conflict management.</p> <p>Well-developed written and oral communication skills with a demonstrated ability to build and maintain relationships with a wide variety of stakeholders.</p> <p>Demonstrated ability to work successfully in a changing environment, accept new challenges and continually strive for improvement.</p> <p>Demonstrated excellent administration skills and computer literacy.</p>
Additional Requirements	<p>A.C.T. Working With Vulnerable People Card</p> <p>Current Driver Licence</p> <p>Current First Aid Certificate</p>

Acceptance	
I understand and accept the duties and responsibilities as outlined in this position description.	<p>Employee:</p> <p>Date:</p>

Final Draft Declaration

Document Title and version: V1 Draft Social Support Group Officer

Release Date:

CEO approval *(for new positions)*

ED PC approval *(for amendments)*