

Position	Community Participation Coordinator
Status	Fulltime
Hours/Days	76 hours per fortnight; with occasional out of hours work
Location	Bardon, Brisbane
Responsible to	Community Services Manager
Direct reports	Support Workers
Classification	Social, Community, Home Care and Disability Services Award – Community Services Worker Level 6

Organisational Profile

Communityfy is committed to supporting people across all life stages and experiences to lead active, healthy and socially connected lives. Communityfy's programs empower people to maintain their independence, connect with their community, manage their health and lifestyle and address the challenges that life can present.

We provide programs and services in areas of aged care, children, family & individual support, mental health, disability, housing & homelessness, drug & alcohol recovery and NDIS. Through our Neighbourhood Centres and Community Development programs, we also offer Emergency Relief, Social Inclusion activities, Food Security, Multicultural Support, community gardens and venue hire.

Service Profile

Community Participation is an initiative that has been developed as part of a collaboration between Communityfy's main service types. This includes Aged Care and the NDIS, Mental Health and Community Care Department at Communityfy.

Both the Aged Care and the Mental Health and Disability Service provides recovery oriented support services to people within the community. Community Participation has a primary focus on providing support that links people with their local community and encourages an improvement in physical, mental and emotional health and wellbeing. Individual and group activities include developing social and living skills, recreational activities and both psychosocial and psychological therapy groups. Self-determination is paramount with services supporting personal empowerment and the development of trusting partnerships.

Position Objective

The overall objective of the Community Participation Coordinator is to provide the opportunities for tailored groups based on individual need. These groups will be active in the community, providing participants with opportunities to remain connected and engaged in purposeful, therapeutic and age/ability appropriate activities and groups.

Key Outcome Areas

- To develop and offer opportunities for participants to build connections within the community, engage in psychosocial and therapeutic programs, and participate in health and wellbeing activities
- To identify, liaise and connect with group educators and work to design and deliver evidence-based innovative programs and courses tailored to specific participant needs, interests and therapeutic goals
- Oversee the budget and ensure KPI's and outcome measures are monitored and evaluated
- Work with participants and their families/Carers to identify goals and interests in skills development and social connections
- Identify funding opportunities and submit funding application to strengthen and build the capacity of the relevant services

Selection Criteria

Qualifications & Experience

Required

- Relevant tertiary qualification
- Minimum 2 years' experience coordinating and facilitating groups
- Relevant First Aid Certificate
- Current Qld Drivers Licence

Desirable

- Experience working directly with a broad range of people including mental health, disabilities living in the community and the elderly
- Experience and knowledge around strength based, trauma-informed, recovery oriented support with a Reablement and wellbeing focus
- Working knowledge of the Australian Aged Care and Mental Health Systems

Role Specific Skills – To be successful in this role:

The Community Participation Coordinator is a role that develops and delivers community participation activities, psychoeducation and psychological therapy groups in response to program specifications and participant needs and interests. Skills and experience are required in community development community consultation, coordination, and delivering a range of programs and activities that provide opportunities for participants to build skills and remain active and connected to their community.

The role is active and diverse. It requires the Coordinator to work closely with participants from a diverse range of abilities and backgrounds supporting their social, reablement, and recovery and wellbeing goals.

The Coordinator is required to work closely with the Managers, other internal services and partner agencies to ensure ongoing or supplementary supports are available for people when their needs exceed that or are different from what the social or structured group can provide. This is to be done with sensitivity and respect.

Responsibilities

Work Health & Safety

- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues.
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Communitify Qld Health & Safety policies manual.
- Complete incident reporting in data base in a timely fashion according to policy

Administration

The Coordinator will be required to:

- Maintain participant records, consultation and evaluation feedback, attendance records, statistical and other information systems to ensure information is current and accurate and meeting funding requirements
- Staff supervisory duties including performance management
- Collaborate with stake holders (including colleagues, supervisor, referrers, partner agencies, carers and family) to complete reviews, assessments and maintain current records
- Handle participant financial contributions when necessary
- Manage budgeting systems Manage workload and plan staff and Coordinator rosters to achieve KPI's and program goals
- Ensure accurate time and attendance records of Coordinators, support workers and self
- Complete incident reporting and staff supervision, performance appraisals as required in database

Communication

The Coordinator will be required to:

- Develop and maintain rapport with clients, their family and carers
- Communicate using strength based and respectful language that values a participant's efforts and skills
- Communicate with participants without judgement, bias or expressing their personal opinions regarding their lifestyle or choices
- Utilise effective listening skills
- Establish and maintain professional boundaries in accordance with organisational policy
- Participate and contribute effectively to team and network meetings
- Communicate in a positive, professional and strength based way in both written and verbal communication types to colleagues both internally and externally to the organisation
- Work closely with the Managers, Team Leaders, Coordinators and Support Workers to communicate ongoing progress of each participant
- Report any important changes in a participant's presentation, needs or circumstances, either immediately by telephone or using service systems and procedures (depending on the circumstances).

Support

The Coordinator will be required to:

- Conduct community consultations with participants, their families, carers and other stakeholders to seek input around their needs and interests
- Identify, coordinate and deliver a range of activities as a key component of the Recovery & Discovery Centre, Community Home Support Program and Queensland Community Support Scheme.
- Engage Coordinators and oversee the program design, delivery and evaluation systems
- Recruit and supervise Coordinators, support worker/s and volunteers to support the delivery of community participation programs
- Establish budgets and monitor costs associated with each activity and ensure they run on time and within budget requirements
- Undertake client intake, risk assessment, and referral processes to address the needs of each funding program. Also ensure participant suitability identifying any additional support needs as required.
- Promote participation programs through a range of mediums including online platforms; media releases; public speaking events; community engagements and direct communication with key stakeholders.
- Design evaluation processes to collect both quantitative and qualitative feedback as a way to measure impact, identify outcomes and highlight program improvements.
- Establish stakeholder relationships and partnerships that increase program reach and opportunities for community participation.
- Organise community engagement events that are focused on connecting consumers with opportunities that are in line with their individual goals
- Encourage participation and inclusion, respecting diversity and individual differences (including differences such as financial, cultural, level of independence etc.)
- Actively support key workers and Coordinators to lead the group providing guidance, supervision and support while motivating participants to contribute and adopt roles and responsibilities where appropriate
- Advocate on behalf of participants and their carers/families to ensure that their rights and needs are protected Represent individuals, the group and organisation with respect and positivity
- To assist participants with referral processes relevant to specific group, service or activity
- Support participants to access other services/activities/groups as deemed appropriate

Relationships

Internal

This position works closely and collaboratively with the Manager/s of the Aged Care and Mental Health and Disability programs and the referring agencies. The role includes-

- Team responsibilities - be actively involved with relevant meetings, reviews, supervision and other program activities
- Organisational responsibilities - contribute to the decision making process regarding the organisation and program/service to ensure the positive development and promotion of the organisation
- Individual responsibilities - identify and participate in training and development opportunities to ensure your personal and professional development
- Supervision responsibilities - lead and mentor support workers and volunteers in a supportive way

External

This role requires the worker to develop and maintain positive relationships with a range of external stakeholders including participants, community members, family, carers, advocates and other service providers and professionals.

The Coordinator will be required to promote Communitfy Services amongst participants, carers and families, service providers and the wider community.

Reporting relationships

Reports to – The Manager of Community Services in collaboration with the Manager of Aged Care the Manager of Mental Health Services

Direct reports - Support Workers, Students and Volunteers

Diversity and Inclusion

Communitfy pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

Communitfy is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



A criminal record check will be undertaken for the successful applicant with ongoing employment dependant on the outcome.

Declaration

I agree that I have read, and understand the position description details above.

Name

Signature

Date
