



## Position Description

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| <b>Position Title</b>                    | Care Coordinator, Group Social Support worker                             |
| <b>Reports To</b>                        | Community Support Lead  |
| <b>Employment Status / Hours</b>         | 21 hrs Permanent Part time per week                                       |
| <b>Modern Award Level Classification</b> | Social Community Home Care and Disability Services Award (SCHADS) Level 3 |
| <b>Directly Supervising</b>              | Nil   |
| <b>Date Prepared</b>                     | November 2021   |

## Organisational Context

Belong Blue Mountains (Belong BM) is a community-based organisation providing and maintaining a diverse range of community services, programs, projects, events and activities in response to both government funding service priorities and the identified needs within our local communities of service.

Belong Blue Mountains has come from and is grounded in a community development and person-centred framework and holds true to the social justice principles of access, participation and equity. We work to create a community where people are heard, supported, respected, valued, connected and visible.

## Position Summary

This position is part of the Aged, Chronic Care and Allied Health Stream

This position will provide social support in the form of groups/activities and events tailored to collective participant interests that support social connections with an aim of reducing isolation, loneliness and to provide education and skill development in a friendly and supportive environment to eligible Social Support and Respite Care participants of Belong BM.

The role of the Care Coordinator, Group Social Support will assist groups in the delivery of programs, facilitate groups as required and support volunteers in the effective running of ongoing and sustained group activities and events that stimulate and improve participant's quality of life.



Volunteers are integral to the support of participants. The role will therefore require strong and ongoing relationships with volunteers to assist in the facilitation and support of groups/activities, events and the provision of social transport.

The position is based at one of Belong BM's three neighbourhood centres, in Blaxland, Lawson or Katoomba. However, a hybrid model is available where working from home and at a workplace are encouraged.

This position will be required to work collaboratively with the Care Coordinators under the supervision of the Community Support LEAD and with the staff of the broader Aged, Chronic care and Allied Health Stream.

## **Main Duties and Responsibilities**

The Care Coordinator, Group Social Support will undertake the following duties:

### **General Responsibilities**

- Work within the philosophy and objectives, policies and procedures of Belong BM.
- Attend staff meetings and relevant community sector meetings.
- Performance of other duties as required, as directed by the Community Support LEAD

### **Specific Responsibilities**

#### **1. Service and support**

- Report day to day attendance to the Community Support LEAD.
- Responsible for the delivery of social support activities through groups and events to engage participants in social support with an aim of reducing social isolation, loneliness and promote social connection and inclusion.
- Assist the LEAD and Manager in identifying and establishing new Group opportunities
- Regularly communicate with participants to ensure groups are meeting their needs or choices.
- With participant consent, refer participants to other Belong BM services and activities, or to external providers, to ensure identified participant needs are met.
- Maintain effective methods of communication with participants
- Provide relief for volunteers, as necessary in the facilitation and support of groups/activities or events.
- Facilitate and set up groups, as required.
- Completion of all standard Belong BM participant documentation in accordance with Belong BM policy and procedure. This includes documentation within the:
  - Client Record Management System (CRM): keep all participant information, documentation and interactions up to date
- Compliance with all policies, procedures and Aged Care and Quality Standards.
- Seek out partnership opportunities for group activities

#### **2. Program accountability**

- Record and report service activity levels to the LEAD
- Enter Group/activity and event data via OSCAR (CRM)
- Provision of group focussed social support to participants are within targets and with consideration of participant choices

### 3. Practice standards and compliance

- Abide by all relevant Belong BM policies and procedures.
- Understand and abide by the Belong BM Code of Conduct and maintain a professional level of behaviour and conduct in the workplace at all times, and ensure that volunteers adhere to the Code of Conduct.
- Provide services according to the funding contract and guidelines of the funder.
- Maintain up to date service records in accordance with Belong BM policy and procedure including participant profile and notes, volunteer profile and notes, statistical data and service documentation for participants and volunteers.

### 4. Service, continuous improvement and quality

- As part of the Belong BM Aged, Chronic Care and Allied Health Stream, under the leadership of the LEAD, participate in evaluation processes and formal service feedback opportunities to improve and develop social inclusion activities
- Participate in the identification of opportunities for continuous improvement of service, innovation and development of the service.
- Maintain your own professional development through identifying and engaging in regular training and networking to maintain and develop skills and knowledge for the effective operation of the service for the benefit of participants and volunteers.

### 5. Relationships

- Maintain effective working relationships with Belong BM staff and service partners.
- Contribute to staff meetings, providing positive input when required.
- Maintain effective working relationships with other aged service providers in the region, referral agencies, and the community service sector more broadly in the region.
- Participate in staff meetings, training and staff development workshops.
- Actively participate in the Broader Aged, Chronic care and Allied Health Stream meetings.
- Work with volunteers to assist in group /activity delivery

### 6. Organisational support

- Positively and constructively represent the organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Help ensure the health, safety and welfare of participants, volunteers, self and co-workers.
- Engage in discussion about and help to create and sustain a culture of continuous quality improvement.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Assist in and ensure regular satisfaction and feedback opportunities are afforded to participants, volunteers and service partners.

- Participate actively in organisational planning activities, and organisational accreditation processes.
- Participation in Belong BM events and activities.
- Willingness to adhere to Belong BM grievance procedures. Constructively work through any staff disputes or disagreements to ensure the continuation of effective staff relationships.
- Actively encourage access to, and utilisation of, Belong BM services and activities.

## **7. Risk management and work safety**

- Comply with all WHS procedures and safe work practices in accordance with Belong BM policies and the WHS Act.
- Ensure the provision of appropriate training and orientation re Belong BM WHS practices, policies and procedures to all volunteers.
- Ensure workers, including volunteers, are supplied with appropriate safety equipment e.g. PPE.
- Ensure that you and volunteers, fulfil the required WHS responsibilities as per the Belong BM WHS policies, including safety checks for all work activities to be carried out in a participant's home, compliance with risk management and risk assessment procedures.
- Notify Belong BM Management regarding any identified work safety issues/risks as soon as is practical after identification.
- Report any accidents, incidents or hazards promptly using the appropriate Belong Blue Mountains Incident & Accident and / or Hazard form and procedure and through logging the incident in our human resources software, Employment Hero.
- Take all reasonable precautions and actions to maintain a safe work environment for self, colleagues, participants, volunteers and the community.
- Promote and engender a safety and no blame culture within the Belong Blue Mountains service teams i.e. with participants, carers, volunteers and staff.

## **Physical demands & Work Environment**

- Belong Blue Mountains has a smoke free environment, across all work sites and in all fleet vehicles.
- You are required to follow Belong BM procedures and work directions when you are making a home visit or visiting an external venue, to help ensure your safety while working. You are never required to attend or remain in any place where you feel unsafe.
- This position requires you to have a current driver's licence and comprehensively insured vehicle.
- This position requires you to have a Criminal Record Check clearance and Working with Children Check.

## **Expectations**

- Display informed affinity with the ideas, aspirations and ethics of Belong Blue Mountains and identify with its purpose.
- Demonstrate commitment to equal employment opportunity principles with regard to all employment activities, including recruitment of volunteers.
- Demonstrate commitment to social justice.

- Maintain the confidentiality of information relating to colleagues, participants, volunteers, community members who come to the hubs for assistance.
- You are responsible for fulfilling your duties within the scope of this position description, within the framework of legislative and funder requirements and Belong Blue Mountains' policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside these parameters or matters which may potentially escalate to the detriment of Belong Blue Mountains should be reported promptly to the Aged, Chronic Care and Allied Health Manager.

## Selection criteria

### Essential criteria

#### Qualifications

1. Tertiary qualifications in Social Work, eligible for membership of the AASW or other relevant welfare, health, community services, social science or related fields (pending confirmation of qualification completion within 3-6 months) or
2. Relevant experience in group work in a community setting

#### Skill and additional Requirements

1. Demonstrated ability to show respect and empathy for, and work to support the diverse needs and aspirations of all participants, their carers, and volunteers.
2. Good interpersonal and communication skills to communicate effectively with participants, volunteers and other staff members.
3. Ability to facilitate and organise group activities.
4. Ability to work with volunteers.
5. Ability to work under the direction of others.
6. Competent computer skills (Windows, Microsoft Word, Excel, email/internet, database).
7. Proof of Full COVID 19 Vaccination status

#### Experience Requirements

1. Experience working in the community sector.
2. Experience working in group settings.

#### Knowledge Requirements

1. Understanding of the social support needs of older people.

## Conditions of Employment

#### General Conditions

- The position is covered by the *Social, Community, Home Care and Disability Services (SCHADS) Award 2010*.
- Fleet vehicles are available for work-related travel.
- This position requires you to have:
  - a current Criminal Record Check

- a current driver's licence
- a current first aid certificate
- monthly supervision. This will be provided by Belong Blue Mountains in working hours using an external facilitator.

**Belong Blue Mountains Above Award Conditions**

- Belong BM staff have access to Salary and Meal & Entertainment packaging .
- Belong BM practices flexible work conditions for its employees.
- Belong BM operates on a 35-hour week, an above award condition.

**Agreement**

I accept and agree to the duties in this Position Description and I agree to abide by the terms and conditions stipulated therein. I further agree to abide by the policies and procedures of Belong Blue Mountains and its Code of Conduct.

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| Name (Please print): |       |
| Signature:           | Date: |

**Prepared by:** Aged, Chronic Care and Allied Health Manager

**Approved by:**

**Date:**