



Social Support Group Assistant - General Position Description

<i>Direct Reports</i>	n/a
<i>Status</i>	Part time
<i>Hours of Work</i>	Up to 12 hours per week (to be worked flexibly across a 4 week period – Tues and Friday (Greek speaking) OR Thursday and Friday (Portuguese speaking))
<i>Award:</i>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
<i>Classification:</i>	SCHADS Level 2
<i>Performance Management:</i>	6 month probation
<i>Last Updated:</i>	28 April 2026

Purpose

Newtown Neighbourhood Centre (NNC) provides a range of activities for seniors, delivered in a safe and supportive environment. Social Support Groups increase social connection and engagement by providing participants with opportunities to:

- Socialise with people from the same cultural background and/or who have similar interests.
- Engage in physical activities, exercise and play games.
- Enjoy outings in the community.
- Share morning tea/lunch with their friends.
- Participate in health and educational discussions.
- Enjoy special events and activities throughout the year.

Context in which the role operates

Newtown Neighbourhood Centre (NNC):

- Is a not-for-profit organisation working in and around the Inner West and City of Sydney Local Government areas.
- Provides specialist services for people who are at risk of homelessness and social isolation, particularly those living in Boarding Houses.
- Provides community strengthening activities to all members of the local community.
- Delivers social and cultural events which celebrate the unique and creative vibe of Newtown.
- Is committed to justice, inclusion, action and fun in all that we do.

NNC Aged Care Services

Aged Services at NNC are funded under the Commonwealth Home Support Program and Central Eastern Sydney Primary Health Network to provide social support and connection for older people through a number of programs.

Social Support Groups:

- Are offered to local seniors including those from specific bilingual/bicultural groups backgrounds (eg Greek, Portuguese and CFF Yugoslavia).
- Are supported by trained staff and volunteers (including bilingual staff for the respective CALD groups) and meet at Newtown Neighbourhood Centre and/or in Marrickville (ie Greek groups) on a weekly basis.
- Provide a space for social connection and celebration of culture through events and celebrations.
- Provide opportunities to hear and learn from guest speakers
- Facilitate participation in the broader community via monthly community outings.

Individual Social Support is provided by matching older people with volunteers who share similar interests. Volunteers can provide social support at home or in the community and can provide assistance with day to day tasks like shopping.

Inner West Healthy Ageing hub – the Inner West Healthy Ageing Advisor provides information, education and programs to assist all seniors in the Inner West to age in a healthy manner. The Healthy Ageing advisor can provide direct support to assist seniors to navigate My Aged Care and the service system in general.

Emphasis and Impact of the role

The Social Support Group Assistant has responsibility to ensure older people from a Greek and/or Portuguese background, are supported to remain independent and connected in their community. This is achieved by:

- Assisting the Program Coordinator to deliver a program of stimulating and engaging activities.

- Assisting the Program Coordinator to facilitate groups that are fun, engaging and safe for all participants.
- Supporting Greek and/or Portuguese and/or mainstream seniors to make meaningful connections with others in a safe, warm and welcoming environment.
- Setting up and packing away all equipment and resources to enable the social support group activity to take place, including preparing and serving refreshments to group members as required.
- Providing a warm and welcoming environment and assisting people to engage with others and to participate in the group activities. This includes welcoming new group members as they arrive at the group.
- Monitoring the general wellbeing of group members, both formally and informally, and, where changes are observed, to document and report to the Program Coordinator.
- Maintaining an appropriate risk awareness environment that ensures the well-being and safety of all attendees.
- Providing a culturally safe and supportive environment
- Supporting participants to maintain their independence.

Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Workplace Health and Safety	Follow NNC WHS requirements. (See detailed requirements below)	All WHS risks are minimised and safe working practices observed Risk Assessments are followed. Incident and Hazard reports are documented in a timely and accurate manner.
Team Work	Collaboratively work with colleagues and other team members.	Agreed plans and activities are implemented in collaboration with the group coordinator.
Service Delivery	Create a safe and friendly environment in which to deliver a program of engaging activities for seniors. Ensure all new group members are welcomed and meet in a safe and friendly environment.	Meeting rooms and resources are set up and ready for participants and tidy after use. Clients are supported to take part in activities and their feedback and comments are shared with Program Coordinator. Activities are delivered in a timely manner. Client feedback indicates that they have had an enjoyable session.

Administration	<p>Maintain adequate and appropriate staff, volunteer and client records, and other information as required</p> <p>Reporting requirements including outcomes are in place.</p>	<p>Service user feedback and observations are shared with Program Coordinator.</p> <p>Timesheets are submitted promptly in the prescribed format.</p> <p>Support is provided to the Group Coordinator to ensure documentation, including risk assessments, services plans and satisfaction surveys are updated in a timely and accurate manner.</p>
Communication	<p>Communicate effectively with Group Coordinator, group participants and families, volunteers and other NNC staff.</p>	<p>Evidence of good working relationships across NNC and with group members.</p>

WHS Accountabilities – All NNC Staff

1. Comply with all workplace health and safety responsibilities relevant to the role in accordance with NNC's WHS management system.
2. Fulfil all work health and safety responsibilities and accountabilities as prescribed in the WHS management system.
3. Contribute towards all work health and safety goals, objectives and key performance indicators.
4. Maintain a healthy and safe work environment.
5. Undertake all WHS training requirements for your position.
6. Comply with any WHS policies, procedures and reasonable instructions.

WHS Accountabilities – Specific to this NNC role

Group Assistants have responsibility for:

- Ensure NNC's WHS procedures are effectively implemented.
- Report any WHS issues relevant to their work area on a day to day basis.
- Assist with workplace inspections as directed by Program Coordinator.
- Assist to identify, assess and control hazards.
- Review risk assessments and controls.
- Ensure that accurate reporting on all incidents and accidents occurs in relation to their role so that corrective action is promptly implemented.
- Assist with consultation, co-operation and co-ordination of activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Selection Criteria:

ESSENTIAL

1. Commitment to the values of Newtown Neighbourhood Centre.
2. Experience working with older people.
3. Demonstrated capacity to work safely.
4. Excellent communication and interpersonal skills.
5. Ability and commitment to work as part of a team.
6. Experience working with people in a non-judgmental supportive and professional environment.
7. Hold a National Criminal Record check.
8. Willingness to undertake relevant training to fulfil role.
9. Ability to speak fluent Greek OR ability to speak fluent Portuguese.

Declaration

I have read this position description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.

Employee's Name

Employee's Signature

Date

Chief Executive Officer

Date