

Position Description – Social Support Group Coordinator

Position Title:	Social Support Group Coordinator
Work Location:	Various Locations
Employment Conditions:	Permanent/ Casual/ Short Term
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
Tenure:	Short Term Contract Length / Delete
Position Reports To:	Operations Manager

About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

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About the Role: Social Support Group Coordinator

The Social Support Group Coordinator (SSGC) has a privileged and trusted role in our organisation, promoting the development and maintenance of appropriate social skills in our social support group participants. Providing social and recreational activities within the community, they work to our ethos “Participate, engage, enjoy” with our participants at the core of all they do.

The SSGC will support eligible participants’ ability to remain living in the community by providing a range of enjoyable and meaningful activities which support social inclusion, participant autonomy, diversity, community participation and building capacity in skills of daily living.

The work of the SSGC is to enhance the physical, intellectual, psychological, social and emotional wellbeing of group participants by providing a safe and inclusive group experience. They will also play an active role in the promotion of our service and actively seek to grow and develop the groups and opportunities they provide to our community.

They will be tasked with facilitating our group activities, associated administration and scheduling, room booking and catering, budget management and consultation with Headway’s internal teams to provide strategically aligned and well organised experiences for our participants.

Importantly, the Social Support Group Coordinator will be responsible for continual participant contact, receiving and directing incoming phone enquiries and escalating urgent enquiries appropriately for action. They will need to ensure efficient coordination of all enquiries and appointments is maintained, deal promptly with urgent queries or changing priorities, postponements and cancellations and prepare documentation pertaining to new participant information. This may include administration in our CRM, internal referral for invoice set up and other participant related services in our systems. The SSGC will need to model appropriate behaviours, adjusting accordingly to the needs of our participants.

A high level of customer service is required, as well as the ability to take on an organised and responsive approach in the workplace. The role also holds responsibility for contributing to improvements in participant experience thus assisting in effectiveness of our service, efficiency and customer satisfaction for our participants. Confidentiality and professionalism are essential to the role.

KEY RESPONSIBILITIES

Client contact

- Provide an efficient, welcoming point of contact for actual and potential participants, carers and related parties, in relation to groups and activities
- Effectively manage face to face and telephone participant contact and relay accurate content to our CRM system and participant files or organisational/activity plans as required
- Undertake individual assessment, planning, monitoring, review and referral to other services as required
- Assistance with personal care and wellbeing of participants
- Handle emergency participant situations and matters with appropriate urgency, empathy and professionalism to provide quality professional services.
- Make decisions regarding the urgency of individual participant needs and appointment scheduling, in consultation with Management and program support

Position Description – Social Support Group Coordinator

Group Facilitation and Activities Organisation

- Develop processes for engaging participants and carers in the ongoing development, planning, review and evaluation of activities and programs
- Actively take into account all manner of diversity (including; cultural, religions, linguistic, gender, sexual orientation) and the needs and preferences of the participants when planning programs and activities, ensuring the services provided are responsive to the needs of the participants
- Support participants to develop an individual plan on group activities, listing their goals, interests and desired outcomes of attending the group, and the strategies to achieve these goals
- Ensure relevant people/stakeholders are involved in the planning process and that activities are driven by the participant as much as possible
- Use the individual planning process and participants goals to inform the planning and design of programs and individualised activities
- Developing partnerships with other service providers, such as allied health services and community groups to enable community access and bring relevant experience into the organisation as required
- Facilitate group interaction and active participation of all attendees, with a continual commitment to appropriate conduct, group cohesion and outcome driven activities for all participants
- Service planning, promotion and development, including up to date knowledge of NDIS and implications for service provision within the Social Support Group
- Program review, evaluation and continual quality improvement
- Seek feedback on programs and activities from a range of people including participants, carers and volunteers
- Monitor, observe and provide feedback on participant satisfaction with the programs and activities.

General Administration

- Collate accurate, thorough and clear records and details as they relate to our participants, intake processes and administration activities
- All group and activity related administration, including but not limited to; budget planning and monitoring, fee collection, purchasing of necessary program equipment within budget, collation of attendance hours for participants, monthly reports, emergency medical information, participant files, notes/evidence of progression towards goals in our CRM/database
- Involvement in staff and volunteer training, including ongoing supervision and support
- Attendance at staff meetings, training as required (generally every 6 months)
- Demonstrate an appropriate level of verbal and written communication skills, to assist participants and provide a high level of quality service
- Coordinate thorough, timely and accurate management of participant data in our CRM through excellent customer contact at intake and throughout engagement with Headway
- Administer all professional correspondence with our participants in a time-efficient and organised manner, in the committed timelines
- Schedule appointments effectively and efficiently, referring to other teams or services, where appropriate
- Perform general administration tasks i.e., creating and sending correspondence via letter or email as well as any associated record keeping and file management
- Administration of CRM management for all participant related data/enquiries, as well as any other associated software or systems related to our participants data as appropriate
- Complete reporting relating to CRM, participant processes and participant data for management as required

Position Description – Social Support Group Coordinator

Confidentiality and Data Management

- Ensure all data-entry regarding participants and administration is input to our participant Relationship Management System (CRM) in a timely manner
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participant rights

Policies, Procedures and Systems

- Actively support the Headway Gippsland Inc. child safety policy and be committed to hold up the rights and safety of all children accessing our services. Understand child safety, child abuse, what to look for and actions to take for mandatory reporting and appropriate response. Report all concerns immediately.
- Understand and commit to the rights and safety of CALD and aboriginal cultural safety and prevention of abuse. Report all concerns immediately.
- Understand and adhere to the NDIS Charter and commit to client centred service and preservation of choice.
- Adhere to, and comply with Headway organisational policies, processes and procedures, using appropriate systems where required.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

Continuous Improvement

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.
- Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan

REPORTING

Line Manager:	Operations Manager
Manages:	N/A
Key Stakeholders:	Administration, Management and Headway Gippsland internal teams as appropriate
Note:	Community groups and contacts, external referred agencies or supports as appropriate

Position Description – Social Support Group Coordinator

KEY PERFORMANCE INDICATORS (KPI'S)

- Demonstrated ability to identify, develop, budget, organise and deliver meaningful and client centered activities and group programs for Headway Gippsland, in accordance with the company strategy, policies and procedures
- Provide timely, efficient, thorough and considered participant care and services
- Manage correspondence in all forms - email, letter and telephone enquiries, to a high standard of professionalism
- Maintain considered and detailed participant records and data entry for all participant interactions and across our various systems as required
- Produce high quality reports and updates on a regular and ad hoc basis, demonstrating progress of individual and organisational goals
- Provision of an effective and welcoming point of contact for actual and potential participants with complex needs.
- Ability to manage and priorities tasks efficiently and effectively demonstrating a systematic and organised approach to work
- Demonstrated commitment to diligence, thoroughness, follow up and completion of complex or time-consuming tasks
- Maintain a high level of discretion and confidentiality.
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support administration processes.
- Demonstration of organisational and time management skills and the ability to priorities tasks and timeframes
- Demonstrated ability to communicate with relevant staff and internal teams regarding issues to effectively problem solve and make operationally effective decisions
- Effective collaboration with external stakeholders, group and activity organisers and community representatives for the benefit of our program participants and groups

KEY SELECTION CRITERIA (KSC)

1. Minimum Certificate IV Community Services (Disability) or equivalent qualifications.
2. Demonstrated ability and knowledge in the area of Acquired Brain Injury and other disabilities.
3. Effective liaison and communication skills in working with a range of personnel from the Department of Health & Human Services, NDIS, brokerage agencies and other community agencies, participants and families.
4. Proven ability to work effectively with individuals who display behaviours of concern.
5. Ability to assess, plan, develop, implement, monitor and review individual participant plans according to the participant needs.
6. Knowledge of the Active Support Model and the importance of knowledge in the area of cultural diversity planning and wellness and reablement.
7. Ability to supervise staff and volunteers to provide leadership, delegate, provide feedback and guidance.
8. Be able to effectively run the Social Support Group to ensure it is of value to the participants, to promote the service and look at growth and expansion.
9. Demonstrated ability to manage the administrative requirements including budget and monthly reporting.
10. Ability to competently use the CRM to maintain participant information including supporting notes and journals and computer skills for emails, monthly reports, planning, goals and updates etc.

