

POSITION DESCRIPTION – SOCIAL SUPPORT PROGRAM COORDINATOR

Position Details

Title	Social Support Program Coordinator
Reports To	Support Services Manager
Principal Objective/s	<ol style="list-style-type: none"> 1. To promote the development and maintenance of appropriate social skills in Social Support Program participants. Providing social and recreational activities within the community. "Participate, engage, enjoy." 2. Support eligible participants' ability to remain living in the community by providing a range of enjoyable and meaningful activities which support social inclusion, diversity, community participation and building capacity in skills of daily living. 3. To enhance the physical, intellectual, psychological, social and emotional wellbeing of group participants by providing a safe and inclusive group. 4. To promote the service and actively seek growth and expansion.
Responsibilities & Duties	<ol style="list-style-type: none"> 1. Develop processes for engaging participants and carers in the ongoing development, planning, review and evaluation of activities and programs. 2. Taking account of diversity (cultural, religions, linguistic, gender/orientation) and the needs and preferences of the participants when planning programs and activities, ensuring the service is responsive to the needs of the participants. 3. Actively support the Headway Gippsland Inc. child safety policy and be committed to upholding the rights and safety of all children accessing our services. Understand child safety, child abuse, what to look out for and actions to take. This includes an understanding of CALD and aboriginal cultural safety and abuse. Report all concerns immediately. <ol style="list-style-type: none"> 3.1. Individual assessment, planning, monitoring, review and referral to other services as required.

	4. Support participants to develop an individual plan on group activities, listing their goals, what they are interested in achieving by attending the group and strategies to achieve these goals.
	5. Ensure relevant people are involved in the planning process and that it is driven as much as possible by the participant.
	6. Use the individual planning process and participants goals to inform the planning and design of programs and individualized activities.
	7. Developing partnerships with other service providers, such as allied health services and community groups to enable community access and bring relevant expertise into the organisation as required.
	8. Administrative duties including 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 on SupportAbility.
	9. Involvement in staff and volunteer recruitment and training, including ongoing supervision and support.
	10. Attendance at six-monthly staff meetings, meeting/training.
	11. Service planning, promotion and development, including up to date knowledge of NDIS and implications for service provision within the Social Support Program.
	12. Program review, evaluation and continual quality improvement.
	13. Seek feedback on programs and activities from a range of people including participants, carers and volunteers.
	14. Assistance with personal care and wellbeing of participants.
	15. Facilitate small group interaction.
	16. Monitor, observe and provide feedback on participant satisfaction with the programs and activities.
	17. Adhere to the policies and procedures of Headway Gippsland Inc.

	18. Other duties as reasonably required.
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Selection Criteria	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 Program 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 SupportAbility to maintain participant information including supporting notes and journals and computer skills for emails, monthly reports, planning, goals and updates etc.

Other Requirements	1. Ability to work flexible hours.
	2. Current and satisfactory police check, it is a condition of employment that a current and clear police check is maintained. Also, a current WWC check and a clearance from the Disability Workers Exclusion Scheme.

	3. Current driver's license and comprehensive car insurance.
	4. A current First Aid Level 2 Certificate is maintained.
	5. Ability to work with minimal supervision.
	6. Nomination of at least two referees.

Approved	
Name	Jenelle Henry
Position	General Manager
Signature	
Date	

Incumbent Statement

I have read and understood the above position description.

Name

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Date

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Signature

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