

Position Description



General Information	
Position title	Social Support Group Coordinator
Enterprise Agreement / Modern Award	Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024 OR Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification	As per EBA
Status	As per Contract of Employment
Qualifications	Certificate 4 Lifestyle and Leisure, Health or Allied Health Discipline with demonstrated experience in supporting community programs.
Primary Location	Warrnambool
Reports to	Home Support and Wellness Manager - Homestead Respite
Direct Reports	Home Support and Wellness Manager - Homestead Respite
Key Internal Contacts	All Lyndoch staff, consumers (residents), families
Key External Contacts	Members of the Public, Contractors, Suppliers, Health Professionals
Infection Control Risk	Category A - Direct patient contact
Lyndoch Living Vision	
By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.	
Our Values – ‘The Lyndoch Way’	
Our Values known as the “Lyndoch Way” represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are <i>One Team, Pride, Welcoming Workplace, Yes Culture, Customer Service, Innovation, Fun and Enjoyment, Social Purpose</i> and <i>Safety</i> .	
Position Overview	
<p>To ensure a safe and relaxed environment for consumers attending the Social Support Group. Ensure quality and meaningful activity is delivered to consumers that follows the Wellness and Reablement principles to promote independence and dignity.</p> <p>Provide the efficient day to day operation of the Social Support Group, liaising directly with consumers and their carers to ensure that they are provided with adequate and timely advice and support to access appropriate Respite and Community Services.</p> <p>To support and guide the Social Support Group team with engaging consumers to reconnect with their community and foster social connections and friendships.</p>	

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Key Responsibilities and Key Performance Indicators (KPIs)	
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<p>Service Coordination, Development and Implementation of Activity Programs</p> <ul style="list-style-type: none"> • Lead and coordinate the Lifestyle team with a focus on providing quality and meaningful programs to our community consumers that promote a lifestyle of independence, purpose and social connectedness. • Grow existing programs and identify opportunities to develop and implement new, innovative and consumers driven programs as part of our commitment to continuous improvement. • Coordinate and report on monthly consumer attendance with the objective to meet targets set by the Department of Health Commonwealth Home Support Program. • Develop, implement and review activity program planning, and ensure that it meets the individual needs of our varied clientele. • Coordinate daily activities required to effectively operate the program, including coordinating transport of consumers, assessment and documentation. • Development and review consumer directed care plans. • Manage consumer medications, assist with consumers' personal care needs within scope of practice. • Provide effective communication between consumers, relatives, staff, volunteers and other agencies. • Liaising with medical practitioners and other referring agencies. • Attend organisational, departmental and network meetings as required. • Maintain supplies of stock and equipment. • Provide relevant information and advice to the Respite Department, staff and other relevant stakeholders as necessary within the framework of Health Information and Privacy Laws and organisational policies related to information management and confidentiality. • There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities. 	<p>100% commitment to consumer satisfaction</p> <p>Resident satisfaction survey results</p> <p>100% commitment to providing a wellness and reablement style program</p> <p>100% commitment to supporting staff to deliver a quality consumer directed lifestyle program</p>

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	Key Performance Indicators (KPIs)
<p><u>Quality Improvement and Risk Management</u></p> <ul style="list-style-type: none"> • Have a sound understanding of accreditation processes and undertake quality improvement activities in accordance with applicable accreditation guidelines and standards. • Participate in continuous improvement activities in accordance with good work practice and accreditation guidelines. • Report all incidents into the organisational and department Incident Management Systems in a timely and professional manner. • Ability to identify risks associated with our consumers changing needs and ensure a safe environment is maintained for delivering programs 	<p>100% compliance with understanding, managing and mitigating risks.</p> <p>100% compliance with reporting incidents into Riskman.</p>
<p><u>Actively participate in professional development in order to deliver best practice</u></p> <ul style="list-style-type: none"> • Attend and actively participate in meetings, workshops, forums and other communication events, as delegated and report Home Support and Wellness Manager. • Responsible for and committed to ongoing continued professional development, • Complete annual education modules, as allocated by the organisation • Participate, as directed, in the employee Support and Growth Plan. 	<p>100% of education modules completed annually</p> <p>Support and Growth Plan in place</p>
<p><u>Occupational Health & Safety</u></p> <ul style="list-style-type: none"> • Follow Lyndoch Living's Health and safety polices, procedure, workplace instructions and conduct of conduct • Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work • Co-operate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health • Correctly wear and maintain items of personal protective clothing and equipment that are provided • Immediately report any incidents within the workplace to your Manager/Supervision • Be familiar with and follow emergency procedures and directions • Participate in health and safety training programs as required 	<p>Zero workplace injuries</p> <p>100% compliance with PPE requirements</p>
<p><u>The Values – 'The Lyndoch Way'</u></p> <ul style="list-style-type: none"> • All employees are expected to work in accordance with the 'The Lyndoch Way' • Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders • Role model the organisational Values 'The Lyndoch Way' 	<p>Resident satisfaction survey results</p> <p>Employee Engagement Survey Results</p>

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Qualification	➤ Certificate 4 Lifestyle and Leisure, Health or Allied Health Discipline with demonstrated experience in supporting community programs.	Essential
Licence	➤ Current Victorian Drivers Licence	Essential
Previous experience	➤ Demonstrated knowledge and experience in Aged Care, supported by well-developed and contemporary clinical skills and knowledge.	Desirable
Skills and knowledge	➤ Sound communication, interpersonal and negotiating skills, including well-developed written and oral skills.	Essential
	➤ Demonstrate the ability to work autonomously and in a collaborative team environment.	Essential
	➤ Demonstrate developed time management skills with prioritising delegated tasks and the ability to adhere to time frames.	Essential
	➤ Ability to approach difficult tasks and sudden changes appropriately.	Essential

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Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, acerbation, exacerbation or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

Authorisation

Authorised by: Acting General Manager Community Services

Review and authorisation date: