CITY OF TEA TREE GULLY
Naturally Better

Position description

Officer, Social Program Wellness
Health & Recreation Services

Position overview
Reporting to the Social Program Coordinator, Active Ageing, Wellness Officer, Social Program is responsible for assisting in the planning and delivery of the City of Tea Tree Gully's Commonwealth Home Support Program (CHSP) funded Social Groups, Meals and Respite programs.

Reporting relationships	Other key relationships
Reports to the Social Program Coordinator, Active Ageing	**Internal** Other relevant staff Team Leader, Active Ageing and team **External** Residents and ratepayers External stakeholders Federal funding body Contractors Public Authorities and service providers Other councils

Key outcomes

Responsibilities:

- Support the Social Program Coordinator to ensure social support programs and services are delivered in accordance with the Aged Care Act, Strengthened Aged Care Quality Standards, organisational policies, and CHSP requirements.
- Assist in the planning, coordination, and implementation of social support group activities, outings, and meals programs that reflect client needs, interests, goals, and program budgets.
- Contribute to the delivery of daily social support activities and meals programs, including preparation and set-up of venues, client support, activity facilitation, and community outings.
- Participate in the monitoring and review of programs, including the collection of feedback and data to support six-monthly program evaluations and continuous improvement initiatives.
- Prepare and distribute client communications relating to services, activities, program updates, education opportunities, and other relevant information.
- Respond to client enquiries, concerns, and feedback in a timely, professional, and respectful manner, escalating matters as required.
- Provide regular feedback to the Social Program Coordinator regarding program operations, client needs, service improvements, compliments, complaints, and emerging issues.
- Develop and maintain positive working relationships with clients, carers, volunteers, colleagues, community partners, and other stakeholders.
- Provide operational support across social support and meals programs as required, including assistance with venue preparation, activity resources, transport coordination, and outings.
- Facilitate the collection of client contributions and ensure all payments are accurately receipted and recorded within the client management system.
- Ensure all social support group and meals program activities, attendance records, and associated client information are accurately entered and maintained within the client management system.
- Contribute to a client-centred, inclusive, and welcoming environment that promotes wellbeing, social connection, independence, dignity, and choice for older people receiving support services.

- Demonstrate our values and behaviours when interacting with others and in delivering the outcomes of this role, including the provision of a positive and efficient customer experience.
- Work collaboratively to deliver services and to identify improvements to work practices and procedures.
- Comply with all relevant organisational codes, policies, procedures, guidelines, standards and legislation.
- Report all risks identified in the course of undertaking the duties relevant to this position.

Contributes to and supports:
- Improved services through participating in regular audits and reviews of team activities and services, and implementing any audit/review recommendations.
- Implementation of team performance measures and reporting on those measures, and participating in any improvements based on those measures.
- Individual performance planning (IPP) discussions and provision of constructive feedback.

Safety, wellbeing & injury management key outcomes

- Contribute to a positive WHS culture where safety is everyone's priority.
- Identifying and reporting health and safety hazards, accidents and incidents using the appropriate reporting systems.
- Taking reasonable care to protect own health and safety, and the health and safety of others.
- Using any equipment that is provided to protect own health and safety.
- Following reasonable instructions given on safety, wellbeing and injury management.
- Complying with work health, safety and injury management policies and procedures and actively participate in associated training and programs.

Role specific conditions

The following conditions apply:

- Police Certificate
- Working with Children Check
- Child Safe Environment Training
- The Social Program Coordinator retains the discretion to alter the location and days of this position according to program needs and planning. This may also mean that the incumbent will be required to work at other centres.
- Occasional out of hours work and weekend work may be required

Vaccination requirements:

This position has tasks/exposures that have the potential to place the incumbent at greater risk of exposure to an infectious disease, or of transmitting infectious disease to others (children and vulnerable people). Vaccines are provided free of charge from the City of Tea Tree Gully's Immunisation Team for those not currently immunised.

Recommended vaccinations are:

- Measles/Mumps/Rubella; Varicella (Chickenpox); Pertussis (Whooping Cough) (10 yearly dTpa required); Influenza (yearly), Hep B.

Qualifications (or demonstrated equivalent experience)

- Current Drivers Licence 'C' class
- Minimum Certificate III in Aged Care
- Current First Aid certificate
- Food Safety Handling Certificate

Skills & capabilities

Ability to demonstrate:

- Sensitivity towards and ability to work with the aged and people with a disability.
- Ability to demonstrate strong customer service ethics.
- Innovative thinking and a practical approach to problem solving and negotiation.
- Planning and prioritising skills and meeting competing deadlines.
- Using initiative and working with minimum supervision.
- Well established communication skills.
- Project and contractor management acumen.
- Personal integrity and ethics aligned to our Corporate Values.
- Competent IT skills that enable the use of corporate systems in the day to day work activities.

Experience & knowledge

Sound experience in:

- Working with frail aged, people with disability, people with dementia, and their families in the community (Minimum 2 years)
- Review of older people's needs and the ability to transfer the information into client centric outcomes and ensuring services put in place support wellness principles.
- Working in a team environment.
- Leading and supporting volunteers in a community setting.
- Administration processes within community services programs.

Comprehensive knowledge of:

- Privacy and confidentiality principles.
- User rights and responsibilities.
- Identifying and addressing issues and needs of older people and their carers.
- CHSP guidelines.
- Strengthened Aged Care Quality Standards