



Job Description & Selection Criteria

- POSITION TITLE:** Seniors Group Coordinator
(Arabic Seniors Social and Information Network)
- TERM:** Full Time (35 hours per week) up to June 2027
- ACCOUNTABILITY:** This position is accountable to the Community and Service Development Unit Manager (line manager) and ultimately to the Chief Executive Officer and the Board. (Refer to the organisational chart for more details)
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1. ABOUT THE PROJECT

The Arabic Seniors Social and Information Network is a service that provides social support individual and social support group to Arabic speaking background aged people in various Sydney West and South West Local Government Areas.

2. OVERALL ROLE DESCRIPTION

This role is responsible for ensuring the Commonwealth Home Support Program (CHSP) is effectively delivered to enhance wellness, independence and social connections to clients. This includes organising, co-ordinating and following up on project related activities such as:

- providing social support individual e.g. home visit, shopping, and walking
- providing social support group activities such as: centre based social activities, excursions/outings, transporting clients to and from groups; introducing clients to relevant services; and liaising with stakeholders including service providers.

In all the ensuing tasks and duties, the coordinator will:

- Work as part of the larger Arab Council Australia (Council) team.
- Adhere to Council's policies and procedures at all times including Privacy and Confidentiality policies and reporting requirements.
- Consult with other members of the team and work under the direction of the line manager on achieving the aims and objectives of the service.
- Ensure a client-centred approach that promotes wellness, independence and social connections amongst clients.

3. SPECIFIC DUTIES

- a) Provide social support to individual relevant clients where needed in consultation with the line manager which may include home visits, walking, getting to appointments, and shopping.

- b) Provide social support to groups of clients/participants which include activities, workshops, excursions/ outings, introduction to meal services and neighbour aid as well as information sessions in accordance with their needs.
- c) Plan, organise and coordinate client-centred activities that reflect the cultural background and lifestyle choices of clients/participants that are rewarding, focusing on both maintaining skills and working towards regaining lost skills (e.g. physical activity etc.)
- d) Consult and coordinate with other members of the team in relation to client/participant transport matters including suitable locations for excursions.
- e) Transport clients/participants utilising Council's bus/es to and from centres and activities and, where relevant or needed, organise for alternative transport.
- f) Recruit and assess, and provide service to clients/participants in accordance with funding agreements and guidelines.
- g) Maintain a duty of care towards participants in the groups at all times and ensure that the service operates in accordance with the Aged Care Act 1997, Disability Act, Aged care quality standards, funding guidelines and agreements as well as Council policies.
- h) Maintain accurate client information and other records including relevant assessment tools, service statistics, client and participant data, reviews and other relevant information so to facilitate ongoing recruitment, assessment, planning, development and evaluation.
- i) Develop and maintain referral networks with relevant agencies to ensure maximum support and information are provided to aged people and their carers, and where appropriate facilitate referrals to relevant services (with priority to Uniting).
- j) Promote the service and the groups as necessary.
- k) Assist the line manager and other coordinators in the development of a yearly work plan for the service.
- l) Perform the specific administrative responsibilities fundamental to the role e.g. data input, assessment, intake forms, client service agreements, promotional flyers etc.
- m) Provide written reports as per Council's policies and procedures, and prepare other reports relevant to the projects.
- n) Participate and provide practical assistance to Council's activities, services and events where required, when needed and requested, e.g. Annual General Meetings.
- o) Attend and participate in relevant approved training programs and staff meetings, staff appraisal and organisation planning sessions.
- p) Perform other duties as directed and/or as required by the line manager and/or Chief Executive Officer or delegate.

4. REQUIREMENTS OF THE POSITION

The Seniors Group Coordinator is someone who:

- a) Maintains a high standard of conduct and work performance based on Arab Council Australia's values to promote our reputation with key stakeholders.
- b) Holds the minimum relevant tertiary qualifications and experience as listed under selection criteria.
- c) Has a current unrestricted driver's license and access to a car
- d) Has strong driving and navigational skills, including the ability to drive a commuter sized vehicle in different weather and traffic conditions.
- e) Has very good computer skills including working knowledge of Microsoft Office software and client data management systems.
- f) Provides a satisfactory Criminal History (police check).
- g) Is up to date with COVID-19 vaccinations.
- h) Holds a current First Aid Certificate.

5. SELECTION CRITERIA

The Seniors Group Coordinator is someone who has the following:

5.1. Qualification and Experience

- a) Relevant qualifications being a minimum of Certificate III in Individual Support/Ageing.
- b) Experience working with aged people and their carers from diverse backgrounds, particularly those of Arabic speaking background.
- c) Demonstrated experience in running groups and activities and knowledge of services relevant to aged people.
- d) Experience in casework, referrals and liaising with service providers.

5.2. Skills and abilities

- a) Very good verbal (English and Arabic) and written communication skills (English).
- a) Excellent interpersonal skills with the capacity to provide a warm and welcoming environment for seniors from diverse backgrounds, socio economic status and abilities.
- b) Strong organisational skills.
- c) Sound driving and navigational skills.
- d) The ability to track outcomes and maintain accurate records.
- e) Reliability and ability to identify priorities and use own initiative.
- f) Demonstrated ability to work autonomously and as part of a team.

g) Knowledge of WH&S legislation and risk assessment and management strategies.

6. LOCATION

In addition to a number of outreach locations, Council provides services at:

- Suite 2, Level 2, 44-46 Mandarin Street
Fairfield East NSW 2165

The principal location for this position will be at Council's Fairfield East Office.

Staff may also be directed by management to work remotely from home as determined by health restrictions and the situation on the ground.

7. SALARY AND EMPLOYMENT CONDITIONS

Employment conditions are as per the modern Social, Community, Home Care and Disability Services Industry Award (SCHCADS).

Salary is paid fortnightly and is at SACS Level 4.1 – 4.4 of the SCHCADS Award (\$45.08/hr - \$48.50/hr depending on experience). 11% employer superannuation contribution, travel allowance, and other relevant entitlements along with some above award conditions also apply.

Attractive Salary Packaging benefits are available.

8. HOW TO APPLY

Please refer to the "What You Need to Know When Lodging Your Job Application" document for more details and requirements.

Send your CV and a written application addressing the above requirements and selection criteria outlining your experience, skills and capacity to fulfil this position by **5pm, Monday 24 June 2024** to:

The Chief Executive Officer
Arab Council Australia Inc.
info@arabcouncil.org.au

NB - Applicants may be required to undergo a driving assessment of the commuter bus as part of the recruitment process.

For more information, contact Josette Bechara, Community and Service Development Unit Manager on: (02) 9709 4333 ext 1556.

Reviewed: May 2024