

POSITION DESCRIPTION

POSITION TITLE	Social Groups Facilitator		
POSITION OVERVIEW	This role is responsible for the effective and efficient coordination, facilitation, monitoring and provision of social support delivery in accordance with the Aged Care Quality Standards.		
CLASSIFICATION	SCS Level 3	SERVICE AREA	Aged Care
EMPLOYMENT TYPE	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input checked="" type="checkbox"/> Part time	HOURS PER WEEK	30-38
LOCATION	Shea Street, Various Social Group Locations		
IMMEDIATE MANAGER	Aged Care Lead		
INDUSTRIAL AGREEMENT	Woden Community Service Limited Enterprise Agreement 2024.		

REPORTING RELATIONSHIPS

NO OF DIRECT REPORTS	NIL	NO OF INDIRECT REPORTS	NIL
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KEY RELATIONSHIPS

INTERNAL	Aged Care and Disability Services Team
EXTERNAL	Service users, social group venues

KEY ACCOUNTABILITIES

- Coordinate new service users for social support in a timely manner and ensure the service delivers to the scope as funded and/or requested through brokerage.
- Schedule social support requests and develop planned calendar in conjunction with service users.
- Work with the WCS volunteer Coordinator to recruit and retain suitable volunteers to provide a high-quality service.
- Embed a Reablement approach in service delivery to build on individuals' strengths and goals, with the objective of fostering greater independence and, where possible, less reliance on care services.
- Lead support workers and volunteers who work within the social groups program.
- Undertake administrative tasks to ensure social support requirements comply with WCS policies and Procedures.
- Undertake all program tasks to ensure the groups are delivered and operating effectively and efficiently, in accordance with the CHSP manual requirements and Aged Care practice standards.
- Ensure a professional and friendly experience for service users through consistently high-quality customer service.
- Actively participate in ongoing quality improvement towards the Aged Care Quality Standards, especially in the areas of Service Users' Feedback, Complaints, Continuous Improvements, Risk Management.
- Engage regularly in-service evaluation and performance through service user feedback and annual service users survey.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.

- Actively participate in staff/team meetings, organisational activities and various community events.
- Engage in the ongoing improvement of own knowledge and skills through training and reflective practice. Regularly evaluate personal performance with the supervisor and actively seek opportunities to develop professionally and personally.
- Work in accordance with workplace health and safety guidelines and following WCS' Policies and Procedures.
- Apply workplace Diversity and Equity principles.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Qualifications in lifestyle and leisure or equivalent and/or experience in Aged Care or other relevant community sector. • Effective interpersonal and communication skills (written and verbal) including a friendly and approachable phone manner. • Demonstrated understanding of professional boundaries, privacy and confidentiality. • Proactive and hands-on approach. • Strong attention to detail. • Effective organisational and time management skills. • Computer and data base skills. • Current drivers' licence. • Confident and competent to drive a 12-seater bus (no special license required).
Desirable	<ul style="list-style-type: none"> • Knowledge of the aged care sector within the ACT.
Other	<ul style="list-style-type: none"> • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. • Ability to work outside normal business hours if required.

Document History	Original: July 2023	Revised: April 2025	Version: V3
Employee's name		Signature	DATE