



Position description

Social Participation & Wellbeing Officer

Position	Reporting relationships	Other key relationships
Social Participation & Wellbeing Officer	Team Leader Active Ageing	Active Ageing Team Community Development and Engagement Team External Service Providers Community Members Other external Stakeholders

Position overview

Reporting to the Team Leader Active Ageing, the Social Participation & Wellness Officer will assist in the planning and the delivery of the City of Tea Tree Gully's funded social support group programs. This position is subject to external funding.

Key outcomes

Responsibilities:

- Assist with running the daily social program activities or outings that take place
- Assist with the set up of the Centre for any daily activities planned
- Assist with the social program planning for future activities and outings based on needs of clients
- Assist with the evaluation of programs offered when needed
- Prepare the social bags for the relevant programs accurately (paperwork, money, case notes etc.)
- Collect program money from all participants
- Ensure all volunteers are aware of their roles and responsibilities, but not to coordinate them.
- Liaise with clients and answer/deal with any issues/queries they have and solve these where possible
- Enter all statistics into SOS Technology database (client management systems)
- Give feedback to the relevant Program Coordinator on client issues, requests, concerns and compliments
- Communicate with clients on behalf of Council for information we need to disseminate
- A commitment to continuous improvement across all Active Ageing programs and services
- Assist with the development and implementation of policies and procedures and review of these where required.
- Comply with Council's Code of Conduct, policies, procedures, guidelines and standards.
- Manage records in accordance with organisational Records Management procedures and practices.
- Comply with the requirements of the Equal Opportunity Act 1984, Disability Discrimination Act 1992 (as amended) and all other associated legislation, including the Local Government Act.
- Report any risks or potential risks identified within Council buildings and facilities and the City. Seek advice from the team leader/manager where they are unsure whether the issue/matter constitutes a risk to Council.
- Demonstrate our Values and behaviours
- Work collaboratively with others to deliver services and to identify improvements to work practices and procedures
- Any other administration task as required by the Team Leader Active Ageing

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.

Work health, safety and wellbeing

- Contribute to a culture where everyone places safety first.
- Identify and report health and safety risks, accidents, incidents, injuries and property damage at the workplace.
- Take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment that is provided to protect their health and safety.
- Follow reasonable instructions given on health & safety and injury management.
- Comply with health and safety and injury management policies and procedures and actively participate in associated training and programs.

Special conditions

- Relevant History Assessment – Applicants will be required to demonstrate that they have undergone an appropriate Department of Human Services (DHS) Working with Children Check (previously known as Department of Communities and Social Inclusion (DCSI) Child related Employment Screening).
- Understanding of the Local Government Act
- Understanding of Council, principles, guidelines, policies and procedures
- Understanding of the aged care system, Aged Care Standards, disability and carer support issues
- This is a 0.9 FTE position, working across a 38 hour fortnight

Qualifications (or demonstrated equivalent experience) – (E) denotes essential qualifications

- Current Drivers Licence (E)
- Current satisfactory Department of Human Services (DHS) Working with Children Check (Previously known as Department of Communities and Social Inclusion (DCSI) Child Related Employment Screening (E)
- Diploma of Nursing or experience in Community work (E)
- Minimum Certificate III in Aged Care (E)
- Current First Aid certificate (E)

Skills/capabilities

- Strong customer service ethic.
- Innovative and practical approach to problem solving and negotiation.
- Excellent organisational skills with the ability to prioritise tasks and meet competing deadlines.
- Initiative and ability to work with minimum supervision and as part of a team.
- Commitment to development of strong working and collaborative relationships at all levels within the organisation.
- Sound verbal and written communication skills.
- Demonstrated high level of personal integrity and management ethics.

Experience – (E) denotes essential experience

- Minimum 2 years' experience in working with frail aged, people with disability, people with dementia, and their families in the community (E)
- Experience in working in a team environment (E)
- Experience in supporting volunteers in a community setting (E)
- Experience in assessing needs, including evaluating and implementing services
- Excellent interpersonal skills, including the ability to develop internal and external partnerships (E)
- Sensitivity towards and ability to work with the aged and people with a disability (E)
- Sound written and verbal communication skills, with attention to detail and accuracy
- Sound information technology skills, including MS Office suite, internet and email.
- Ability to maintain confidentiality (E)
- Non-judgemental with decision-making ability
- Experience working with SOS Technology database
- Accurate Data entry
- Administrative support experience

Knowledge – (E) denotes essential knowledge

- Workplace Health Safety and Welfare Requirements
- Aged Care Standards and Active Ageing service principles (E)
- User rights and responsibilities (E)
- Council Principles
- Local Government Act
- General understanding of the role and function of Local Government in the community

Organisational core competencies

- **Digital literacy** – ability to use the essential technology, devices and systems required for the role, or ability and willingness to learn this.
- **Communication**– Verbal: expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience.
Written: expressing ideas clearly in documents that have written organisation, structure, grammar, language and terminology adjusted to the needs and characteristics of the audience.
- **Customer service** – ability to demonstrate a high level of customer care by providing professional, helpful, high quality service, before, during and after the customer's requirements are addressed.
- **Resilience** – the ability to bounce back when faced with challenging circumstances or when things don't go as planned.