



Job Description & Selection Criteria

- POSITION TITLE:** Seniors Group Coordinator
(Arabic Seniors Social and Information Network)
- TERM:** Part Time (14 hours per week).
- 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 (groups and outings) and information 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: Co-ordinating, organising, implementing and following up on project related activities including: planning and implementing social support activities; transporting clients to and from groups; introducing clients to relevant services; organising information sessions and excursions; 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) Promote the service and the groups as necessary.
- b) Recruit and assess Arabic speaking background aged people in accordance with funding agreements and guidelines.

- c) Plan, organise and coordinate client-centred activities that reflect clients' cultural background and lifestyle choices, and that are rewarding for the client, focusing on both maintaining skills and working towards regaining lost skills (e.g. physical activity, social outings, etc.)
- d) Provide support to participants which include social activities, workshops, excursions/ outings, introduction to meal services, shopping and neighbour aid as well as information sessions in accordance with their needs.
- e) Consult and coordinate with other members of the teams in relation to clients' transport matters including suitable locations for excursions.
- f) Transport clients utilising Council's bus/es to and from centres and activities and, where relevant or needed, organise for alternative transport.
- 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.
- h) Maintain accurate client information and other records including relevant assessment tools, service statistics, client and participant data, 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.
- j) Assist in the development of funding submissions to further develop the service.
- k) Assist the Manager and other officers 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, for example Annual General Meetings and other periodical events etc.
- o) Attend and participate in relevant approved training programs and staff meetings, staff appraisal and organisations planning sessions.
- p) Perform other duties as directed and/or as required by the 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) Is up to date with COVID-19 vaccinations.
- d) Provides a satisfactory Criminal History (police check).
- e) Holds a current First Aid Certificate.
- f) Has a current unrestricted driver's license and access to a car.
- g) Has very good computer skills including working knowledge of Microsoft Office software and client data management systems.

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 referrals, casework and community development.

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) The ability to track outcomes and maintain accurate records.
- d) Reliability and ability to identify priorities in relation to work demands and to use initiative and source relevant and useful resources.
- e) Demonstrated ability to work autonomously and as part of a team.
- f) 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 Level 4 up to Paypoint 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 competencies and outlining your experience, skills and capacity to fulfil this position by **5pm, Friday 1 September 2023** to:

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

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

Reviewed: August 2023