



Position Description Social Support Group Facilitator

Employment type: Casual

Reports to: SSG Coordinator

Position location: RERC Head Office (Fitzroy)/ Working from home\ different Melbourne Metropolitan regions

Direct reports: Nil

About the organisation

Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is a charity and the leading community organisation founded in 1984 to represent interests of Russian speaking people living in Victoria. RERC provides a range of community services funded by state and federal governments to support elders, people with disabilities, and disadvantaged people with CALD background. Our current programs include the CHSP program, Community Visitors Scheme, brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Role Purpose

The role of Social Support Group (SSG) Facilitator is to run smoothly the Social Support Group in different regions. This involves supporting the frail, aged consumer group, who are eligible under Commonwealth Home Support Program funding guidelines. The SSG Facilitator is a member of a SSG team supported by the Social Support Group Coordinator. There are a diverse range of activities offered through the Social Support Group. These include craft activities, brain games, opportunities for celebration and social interaction, (gentle) physical activity, excursions, and community participation. The Social Support Group Facilitator is always required to work within the RERC policies, the guidelines, and standards of the funding body and to adhere to the highest professional and ethical standards in performing their duties and responsibilities associated with the position. The role is also to ensure a safe use of RERC community bus, its efficiency and rationality.

Key Accountabilities:

- Planning and providing social activities on a weekly basis in Social Support Group operated in Melbourne Metropolitan Regions, designed to meet physical, psychological, and spiritual needs of the clients.
- Providing lunch for the group, which includes planning nutritious meals and shopping.
- Arranging and accompanying a minimum of 4 outing events per annum for the group.

- Working closely with the other organisations to ensure the environment for the group meetings meets safety measures.
- Maintaining case notes, client's attendance and other relevant records and required documentation.
- Observing, reporting and documenting all client's changes.
- Supporting eligible consumers to access and participate in the Social Support Group.
- Replacing other SSG team members to facilitate groups and accompanying them on day and overnight trips.
- Facilitating SSG online session
- Actively participating in SSG team meetings.
- Assisting management with reports preparation.
- Performing other related duties as assigned or required.
- Recording and providing all information about trips to SSG Coordinator and Finance Manager.

Skills, Attributes and Knowledge

- Strong customer service focus and commitment to providing excellence in customer service
- Ability to develop effective relationships to meet service levels and objectives
- Knowledge of Aged Care Quality Standards
- Demonstrated ability and willingness to work with the elderly people or people with disabilities in CALD service environment
- Proven ability to conduct client assessment and develop programs designed to enhance client's health, wellbeing, and independence
- Ability to collect, summarise and provide timely, accurate and relevant data, maintain systemic records in relevant databases
- Intermediate computer skills across the range of Microsoft Office Suite, including Word, Outlook, PowerPoint and Excel
- Community minded and able to display empathy to the target client
- Personal integrity and ability to deal with matters confidentially
- Knowledge of Commonwealth Home Support Program (CHSP) principles and practice
- Food handling certificate and RSA
- High degree of personal integrity and the ability to deal with matters confidentially
- Community minded and able to display empathy to the elderly
- Intermediate computer skills across the range of Microsoft Office suite including Word, Excel, Outlook, and Power Point
- Organisation and time management skills to organise own work, to establish priorities and meet deadlines
- Current driver licence and possess a registered roadworthy vehicle available for work use
- Fluent Russian is highly desirable.

Organisation

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