

<b>Position title</b>	<b>Social Support Program Leader</b>
<b>Reports to</b>	<b>Social Support Program Coordinator</b>
<b>Award agreement</b>	<b>Health and Allied Services, Managers and Administrative Officers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026</b>
<b>Classification</b>	<b>Allied Health Assistant Grade 3</b>

## About Your Community Health

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: [www.yourch.org.au](http://www.yourch.org.au)

<b>Vision</b>	Health and wellbeing for everyone
<b>Purpose</b>	We partner with people and communities to deliver health and wellbeing services and promote equity
<b>Our organisational values</b>	<p><b>Courage</b></p> <ul style="list-style-type: none"> <li>• We are progressive</li> <li>• We are creative and resourceful</li> <li>• We challenge the status quo for the benefit of our communities</li> </ul> <p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• We are caring and inclusive</li> <li>• We celebrate and value diversity</li> <li>• We work collaboratively and respectfully</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• We are ethical, honest, reliable and fair</li> <li>• We listen and are accountable to our communities</li> <li>• We earn and build trust</li> </ul> <p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• We are outcomes-focused</li> <li>• We are adaptable and always learning</li> <li>• We continuously improve</li> <li>• We are creative and resourceful</li> </ul>

## Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

### **About the Social Support Team**

The Social Support Program aims to enhance participant well-being, foster independence, and address diverse cultural, physical, intellectual, social, and emotional needs. We prioritise improving access to health services and raising awareness about well-being issues, while also supporting carers through respite and guidance. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

### **Position Purpose**

The Social Support Program Lead is essential to the effective operation of the Social Support and Men's Shed Programs, providing leadership and guidance to ensure high-quality service delivery.

With over 20 weekly sessions across five sites, these programs support diverse groups, including men's, women's, mixed, dementia-specific, culturally specific groups, NDIS participants, Men's Shed members, and special interest groups. Engaging more than 200 clients weekly, the Program Lead facilitates the coordination of activities, transport, and resources while fostering a safe, inclusive, and client-focused environment that meets the needs of the community.

### **Position responsibilities**

- Provide day-to-day guidance, support and direction to the staff, volunteers and students.
- Assess and ensure appropriate venues for client outings, confirming adequate access and facilities.
- Provide feedback to the SSP Manager or Coordinator regarding staff issues affecting rosters.
- Oversee the coordination and delivery of internal catering services, including menu planning, managing budgets, and ensuring compliance with food safety standards.
- Engage with participants to encourage consumer-directed decision making in program and menu planning and assist in planning and delivery of gentle exercises, recreational activities, and outings tailored to their interests and goals while monitoring participation.
- Liaise with carers, Support Coordinators, and Case Managers, while working cooperatively with and supporting volunteers and students on placement.
- Prepare the Social Support room to ensure safety and accessibility before, during and after group sessions.
- Provide personal care for clients within your scope of practice.
- Complete, review and annually update Goal Directed Care Plans in partnership with participants.
- Coordinate and provide daily transport for clients to and from the Social Support Program, including taxi bookings, driving centre vehicles (up to 17-seater bus with endorsed licence) and maintaining bus usage records.

- Assist participants with internal referrals and screenings (e.g., falls prevention, malnutrition) and support external referrals via GPs or funding providers.
- Maintain client documentation including the use of the Client Information Management System (CIMS) - Maica, for daily notes, attendance records, statistics, and client fee collection
- Monitor program resources and supplies, ensuring appropriate storage and purchasing new of materials for activities, crafts etc is undertaken in consultation with the Social Support Program Coordinator and Manager.
- Collaborate with the cook to assist with meal service delivery, and plan, purchase and prepare meals for off-site groups when required.
- Maintain and foster relationships with external partners to support the development and delivery of collaborative programs and initiatives.

## **Position requirements (qualifications, skills, knowledge and attributes)**

### **Qualifications, Registrations and Licenses**

- Certificate III in Aged Care/Individual Support and/or Cert IV in Lifestyle & Leisure.
- Current Victorian Drivers Licence
- Qualifications in Disability Support and Food Safety (desirable)
- Current Light Rigid Endorsed Driver's License (desirable)

### **Skills and competencies**

- Proven experience in a Social Support Program or similar environment, including leading small teams and providing training or guidance.
- Background working with older adults and individuals with disabilities, including multiple sclerosis and dementia, with a passion for aged care and community services.
- Strong understanding of the unique needs of individuals in the aged and disability sectors, demonstrating empathy and respect in all interactions. Proven ability to design and deliver engaging, consumer-directed group activities that meet participants' interests.
- Awareness of and sensitivity to diverse needs related to aging, disabilities, mental health, and cultural backgrounds.
- Proficient in oral, written, and digital communication, facilitating clear and respectful interactions with participants and stakeholders.
- Dedicated to upholding safety standards, quality assurance practices, and continuous professional development.
- Strong skills in prioritising tasks and collaborating effectively within a team to achieve goals.
- Basic understanding of budgetary processes and ability to operate within financial guidelines.
- Proficiency in a relevant community language is a plus.
- Skills and experience in woodworking an advantage

### **Expected behaviours for all YourCH team members and volunteers**

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

### **General**

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check and NDIS Worker Screening check clearance (when required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form
- Management, in consultation with the staff member, reserves the right to modify this position description when required

### **Relationship to Performance Development and Review Plan**

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

**Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQA+ communities to apply.**