



23-Jun-21

Dear Applicant,

Thank you for your expression of interest in applying for the position of Social Support Coordinator.

Karabi Community & Development Services Inc. is a non-profit organisation which commenced operating in 1987 and is concerned primarily with local issues within the Parramatta, Cumberland and Blacktown LGA's. Karabi operates from our Wentworthville, Constitution Hill and Seven Hills/Toongabbie Neighbourhood Cottages.

Working across the three centres, and covering 3 LGA's, Karabi runs specific projects in partnership with local and regional government and non-government organisations. Targeting a range of groups including frail and aged, disabled, children, young people, families and disadvantaged communities with an aim to improving the wellbeing of residents and promote community participation and harmony.

The enclosed information package contains information about the organisation, the advertised position job description and selection criteria, together with information about the application process.

Include your submission responses to the selection criteria, your resume/curriculum vitae, two referees and any other information you think is relevant to your application for the position. Please NOTE only those who address the selection criteria will be considered for interviews.

You may apply via:

- Post, marked to the attention of the *Chief Executive Officer*, Karabi Community & Development Services PO BOX 181 Pendle Hill NSW 2145
- Email to eo@karabi.org.au

Applications close Midnight, Sunday the 11 July 2021.

Contact Vicki or Iriny on 02 9631 6575 if you require further information or if you wish to lodge a late application. Approval for late applications is granted at the discretion of Management.

Yours sincerely,

Vicki Wilde
Executive Officer

POSITION DESCRIPTION: Social Support

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| POSITION TITLE: | CHSP Social Support Coordinator |
| REMUNERATION BAND: | Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010 Level 3.1 |
| EMPLOYMENT STATUS: | 21 Hours per week, with an option to renew based upon refunding of this position |
| Reports to: | Executive Officer Program Coordinator |
| Accountable to: | Management Committee |
| Internal Liaisons: | Executive Officer, Program Coordinator, all staff, volunteers and students. |
| External Liaisons: | Consumers, families/carers, community groups, other service providers, stakeholders and funding bodies as defined through Karabi Community & Development Services policy and procedures. |
| Target Areas | Western Sydney |

AIM of the POSITION:

To plan and deliver services to seniors over the age of 65 years, and over the age of 50 years for those identifying as Aboriginal, frail aged persons and their carers through accompanied activities, telephone/ web contacts/ visiting and domestic assistance. To manage and develop volunteer services. Promote the needs of the frail elderly and advance the interests of the community through networking and representation of Karabi Community & Development Services on committees and through interagency meetings and forums.

POSITION OBJECTIVES:

1. Provide high quality support services at a low intensity on a short-term or ongoing basis; or higher intensity services delivered on a short-term or episodic basis to eligible frail older people, 65 years and over or 50 years and over for Aboriginal or Torres Strait Islander (ATSI) Peoples, to maximise their independence at home and in the community
2. Support frail older people or prematurely aged people, 50 years and over or 45 years and over for ATSI people who are on a low income and who are homeless or at risk of homelessness through linking to appropriate and sustainable housing, community care and other support services
3. Support frail older people through the delivery of planned social activities which allow carers to take a break from their usual caring responsibilities
4. Support the development of the home support aged care service system that meets the aims of the Commonwealth Home Support Programme and broader aged care system

KEY RESPONSIBILITIES:

1. DIRECT SERVICES TO CLIENTS

- 1.1. Receive and access consumer referrals through My Aged Care
- 1.2. Assist consumers to participate in community life and feel socially included through meeting their need for social connections and company.
- 1.3. Organise activities, social outings, events and celebrations for consumers and volunteers.
- 1.4. Develop and review individual care plans with the consumer that has measurable & clearly defined outcomes/expectations and exit strategies
- 1.5. Recruit, interview, and assess Volunteers. Ensure volunteers fulfil the requirements of their job description and follow consumer care plans.
- 1.6. Ensure consumer and volunteer records are up to date and relevant in paper files and electronic client file, database files are kept up to date and all information is entered in a timely manner.
- 1.7. Coordinate the development of appropriate promotional material, including newsletters, and media advertisements
- 1.8. Participate in Student education

2. INFORMATION AND REFERRAL

- 2.1 Provide information and referral to frail aged people, and their families, about their rights and responsibilities, services available, education and support groups, etc. to meet their individual needs
- 2.2 Be an effective advocate in representing the CHSP target group's needs to other services, community groups, Government Departments and their representatives
- 2.3 Enhance the provision of effective and efficient services through a coordinated approach by attending relevant Forums and meetings
- 2.4 Identify gaps in services and advocate for appropriate service development.
- 2.5 To encourage the involvement and participation of consumer in the activities and management of their service provisions within the organisation.

3. TEAM RESPONSIBILITIES

- 3.1. Work with other team members, volunteers and management using an ethical practice approach as outlined in Karabi's Policy and Procedures
- 3.2. Attend team / staff meetings, participate and contribute to team development
- 3.3 Attend regular supervision meetings with the Program Coordinator or EO as directed
- 3.4. Attend yearly performance appraisals with the EO
- 3.5. Attend appropriate training and development to build professional skills
- 3.6. Operate consistently within organisational policies & procedure

4. ORGANISATIONAL RESPONSIBILITIES

- 4.1. Attend all training specified by management that will enhance professional development
- 4.2. Provide organisational and funding reports to the Program Coordinator and Executive Officer
- 4.3. To be familiar with, and observe Karabi's policy and procedures, with particular attention to Ethical Practice, Confidentiality, Equity and Diversity, Worker Health and Safety and Complaints
- 4.4. Preserve confidentiality and maintain high standards in relation to access to confidential information
- 4.5. Conduct other duties as directed by the EO in line with the support and promotion of the organisation, clients, volunteers and colleagues

5. EXTERNAL STAKEHOLDERS & SERVICE NETWORK

- 5.1. Be familiar with the range and type of services relevant to client families inclusive of but not limited to eligibility criteria, location, referrals process, fees, wait list, availability of child care and cultural capability

- 5.2. Develop and sustain positive working relationships with community leaders, i.e. Aboriginal and those from a CALD background and with government and non-government services at a regional and state level

6. LIAISON AND NETWORKING

- 6.1 To develop and maintain ongoing contacts with other services, schools and groups within Blacktown, Cumberland and Parramatta Local Government Areas.
- 6.2 To develop and maintain links with local young people to ensure that services are responsive to the changing needs in the area.
- 6.3 To liaise with peak organisations and where appropriate, resource groups and youth networks.
- 6.4 To represent Karabi Community and Development Services Inc. at local, regional and State forums, approved by the Program Coordinator and EO and report to the Team and Management regarding this activity.
- 6.5 To participate in projects at a regional and state level in order to improve the amount of information available for children & their families and increase accessibility to services.

7. SAFE, HEALTHY & SUPPORTIVE WORKPLACE

- 7.1 Contribute to the development of, and participate in processes that strengthen a positive organisational culture
- 7.2 Ensure Karabi Community & Development Services Worker Health and Safety policy and procedure is a fundamental priority.

8. GENERAL RESPONSIBILITIES

- 8.1 Adopt and promote the philosophy, constitution and programs of the organisation.
- 8.2 Participate and contribute to all organisational activities and celebrations planning and evaluation of Karabi.
- 8.3 Contribute to and maintain a teamwork approach.
- 8.4 Ensure all duties are carried out in a professional manner in accordance to Karabi policy and code of ethics.
- 8.5 Maintain knowledge of, and comply with all legislative and policy requirements including Karabi Policies & Procedures, EEO, WH&S and Access and Equity.
- 8.6 Participate and contribute to all other activities as directed by management.

ESSENTIAL CRITERIA:

1. A relevant tertiary qualification in social and community studies, and/or experience in community development work
2. Demonstrate the understanding of the Commonwealth Home Support Program, and the My Aged Care Program.
3. Demonstrate skills in the planning, development and implementation of a variety of social services for seniors, including one on one service, outings, events and celebrations; show your ability to identify the needs of diverse community groups through examples of workplace experiences, including writing project plans, budgeting, evaluations and how to effectively complete projects through examples of workplace experiences
4. Demonstrate your ability to effectively work with people from different age/gender groups, people from diverse social and cultural backgrounds, including the organisations team members through examples of workplace experiences

5. Demonstrate your communication skills, including connecting to diverse groups and the ability to write minutes, reports, use of a database and production of promotional materials such as flyers, activity sheets and newsletters using a combination of IT programs
 6. The positions sits in an organisation that also provides services to children and families, and as such a current working with children check, police check and first aid certificate/or willingness to obtain are mandatory to be able to accept the position.
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DESIRABLE CRITERIA:

1. Experience working with clients and participants from diverse backgrounds including from CALD and Aboriginal and Torres Strait backgrounds
 2. Current driver's license and fully ensured vehicle, along with the willingness to drive our 12 seater Minivan
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APPLICATIONS

Opens: 23 June 2021

Closes: 11 July 2021

Email Applications: Please submit applications, referencing the Executive Officer, to hr@karabi.org.au by midnight on the closing date.

NOTE: ONLY applications addressing **ALL of the Essential and Desirable Criteria** will be considered for Interviews.