

MOSS POSITION DESCRIPTION

Program Leader - Social Support Groups

Program Leader 1.0 FTE/38 hours per week.
Temporary to 30 June 2020.

POSITION

CLASSIFICATION

Social and community services employee Level 6, National Employment Standards commencing hourly rate \$45.18, generous conditions including a paid lunch break and access to attractive salary packaging. Option of car available for personal use. Additional above award condition.

AWARD

Social, Community, Home Care and Disability Services Industry Award 2010. FWA Equal remuneration decision. MOSS Enterprise Agreement 2018

UNION

Australian Services Union (ASU)

REPORTS TO

Operations Manager - Northcote, CEO

APPROVED BY

Tony Littman – Operations Manager

DATE APPROVED

12 August 2019

SIGNED

DATED

12 August 2019

1. Organisational Context

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- North and West Regional Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Connections Program
- Hume Transitional Support Programs
- Transitional Outreach Support Team (TOST)
- Banyule Housing Support
- Intensive Case Management program (ICMI)
- Crisis Program (Crisis Response & Youth and Family)
- Catchment Youth Refuge
- Housing Support for the Aged (HSAP)
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Brunswick Older Persons' High Rise Support Program
- Northcote Older Persons' High Rise Support Program

2. Position Summary

The Program Leader - Social Support Groups position is an exciting leadership role overseeing and supporting MOSS's three Social Support Groups offered to predominantly older people living on public housing estates. The Brunswick Social Support Group runs Monday to Friday, whilst the Heidelberg and Northcote Social Support Groups each run 2 days per week.

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Our Social Support Groups deliver eclectic and engaging programs which encourage connection to community and celebrate community events. Each day program also provides nutritious lunchtime catering with a chef part of the team at Brunswick. Links to MOSS's Older Persons High Rise Support Program and the Volunteer Program as well as external agencies help to enrich the program offerings. Occasional outings and larger yearly celebrations draw a keen attendance.

The Program Leader is responsible for ensuring the smooth delivery of the Groups and managing appropriate staffing levels to meet required ratios. This may include participating in the recruitment of staff from time to time. Performance reporting in a complex funding environment of the Commonwealth Home Support Program (CHSP), Home and Community Care (HACC) and the National Disability Insurance Scheme (NDIS) fall to the Program Leader. Funding agreements require fee for attendance to supplement block funding and the role involves ensuring these arrangements are in place.

A well resourced workforce is key to optimally functioning Social Support Groups. The requirement to meet staffing ratios may on occasions exclude staff from participating in broader agency activities, therefore a vital role of the Program Leader is to inform and connect SSG workers to the wider agency, sector reforms, programmatic requirements and training opportunities. The role involves close work with the Operations Manager at Northcote.

3. Key Selection Criteria

- 3.1. A tertiary qualification in community development, social work, community services, welfare studies or equivalent
- 3.2. Demonstrated knowledge of the aged and disability service systems, including familiarity with, MyAged Care, NDIS, CHSP and DHHS funding environments.
- 3.3. Demonstrated knowledge of the public housing system.
- 3.4. Demonstrated understanding of issues experienced by older people living in public housing.
- 3.5. An understanding of accreditation processes and commitment to continuous quality improvement.
- 3.6. Strong leadership skills in supporting and supervision of staff who work with marginalised consumers to maximise performance.
- 3.7. Ability to proactively lead staff through change processes.
- 3.8. Ability to work both co-operatively and independently as required by different programmatic components of the position.
- 3.9. Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills including report preparation
 - Management of Flexible Funds – SRS and data reporting
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skills
 - IT competency

4. Additional Information

Office: This position is based at 351 Barkly Street, Brunswick 3056.

Hours of work: The Agency is open Monday to Friday 9am – 5pm.

Website: www.merri.org.au

Occupational Health and Safety:

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

Employment is subject to:

- a current Working With Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

5. Application process and contact information:

For more information about the position please contact: **Ken Wilson (03)9482 3488**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 5pm, Monday 9 September 2019
Please forward applications to:

Rita Lawrence
Operations Manager
Merri Outreach Support Service
279 High Street
Northcote VIC 3070

Or email: rita@merri.org.au

6. Key Responsibility Areas

Consumer Services:

- Actively work with Office of Housing and identified referral sources to respond to appropriate referrals within an acceptable time frame.
- Actively work with MyAged care and NDIS to accept referrals
- Provide support to and advocacy for consumers including information, referral into mainstream and specialist services.
- Support consumers to develop connections in their community.
- In consultation with the team and the consumer, undertake assessment tasks and the development and monitoring of case plans.
- Manage and maintain case load, case files and case notes.
- Provide practical assistance to consumers as is appropriate for them to access resources.
- Prepare housing applications including supporting documentation and provide support and advocacy round tenancy issues.
- Work in conjunction with consumers to assist them to achieve their case plan goals.
- Work towards the achievement of the maximum level of self-reliance for each person assisted.
- Administer brokerage in accordance with guidelines.

Networking:

- Actively and positively promote Merri Outreach Support Service and its programs to consumers and amongst other service providers.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service and partner agencies.

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- Provide assistance and appropriate information to services we refer consumers.
- Provide assistance and appropriate information to services about referral pathways for consumers they wish to refer.
- Attend network meetings and forums and promote the program at local, regional and state level as directed.

Policy, Planning and Community Development:

- Through direct service provision to identify areas of common need or themes affecting older people living in public housing.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of older people living in low-cost accommodation.
- Assist in regular reviews of program operations and ongoing development of the service including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by management
- Maintain a broad understanding of government policies which have a direct impact on older people living in low-cost accommodation.
- Contribute to the development of responses to government policy, and systemic issues which may affect consumers, as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to this consumer group.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.
- Schedule and facilitate team meetings.

Reporting and Administration:

- Maintain program and consumer records, including case files and other data as required.
- Maintain filing systems as required for effective function of the program.
- Timely recording of consumer information using SRS electronic database.
- Prepare and oversee HACC reporting requirements.
- Prepare and oversee CHSP reporting requirements
- Prepare and oversee NDIS reporting and billing
- Prepare evaluation reports on client outcomes as required.
- Preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to Agency Financial Delegation of Authority and recording practices.

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Accountability:

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Home Care Standards, NDIS Commission and other accreditation requirements.
- Be responsible to the Team, Operations Manager and CEO.
- Facilitate team meetings for SSGs.
- Provide regular scheduled supervision to Social Support Group team members.
- Timely preparation of reports as required by funding body (DHHS) and MOSS Management Team.
- Attend monthly agency (staff) meetings.
- Attend and actively participate in scheduled Program Leaders' meetings.
- Actively participate in scheduled supervision with the Operations Manager.
- Approve SSG workers' timesheets.
- Submit timesheets and leave application forms within required timeframes.