

## POSITION DESCRIPTION

### GROUP SERVICES - GROUP FACILITATOR

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** An inclusive Australia, a place where cultural diversity and community connection enhances the lives of all.

**Our Mission** We work together with people from migrant and refugee backgrounds, supporting their aspirations to arrive and settle well, stay connected, age with dignity and shape their own futures.

**Our Purpose** For everyone to 'feel at home'

**Our Values** **Belonging:** We create spaces and foster relationships where people feel seen, heard and accepted.  
**Respect:** We lead with empathy and care, always putting our people first, championing diversity and inclusion.

**Connection:** We work in partnership with people, communities and sectors to foster shared connections for the greatest impact.

**Excellence:** We are transparent, honest and accountable in all that we do.

#### POSITION CONTEXT

The purpose of the Group Facilitator position is to meticulously plan, develop, and execute monthly activity plans that prioritise the individual needs and preferences of clients, while adhering to person-centered and active service model principles. This role involves motivating and engaging clients in activities aimed at enhancing their strengths, fostering capacity building, and promoting social interaction within the community. Working collaboratively with drivers, cooks, and assistants, the Group Facilitator ensures seamless coordination and support for planned activities. Administrative responsibilities include completing daily tasks, conducting annual client reviews, and maintaining compliance with all requirements. Additionally, the Group Facilitator is responsible for participating in mandatory yearly training sessions to continually enhance skills and knowledge. Regular assessment of clients' well-being and collaboration with the Group Services Team Coordinator to provide appropriate support services further underscores the importance of this role in promoting the holistic well-being of clients.

#### POSITION INFORMATION

<b>Location</b>	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>
<b>Classification</b>	Level
<b>Employment Period</b>	Ongoing
<b>Hours of Employment</b>	Part time

## KEY RESPONSIBILITIES

<b>Strategy and Leadership</b>	<ul style="list-style-type: none"> <li>• Actively support an organisational culture that embeds Spectrum’s Values and promotes accountability, good governance, and staff well-being.</li> <li>• Support people to do their best work. This includes providing to your team: clear direction, role and empowerment, feedback and coaching, professional development opportunities that build their capability and confidence, recognition and celebration of individual and team achievements.</li> <li>• Build team effectiveness by encouraging full participation by all team members and enabling engagement of staff in team decisions</li> </ul>
<b>Program Delivery</b>	<ul style="list-style-type: none"> <li>• Plan and Implement Individualized Group Activities: Develop and execute group activities tailored to meet the diverse needs and interests of clients while aligning with the Active Service Model and promoting capacity building.</li> <li>• Create Engaging Atmosphere: Set up and prepare activities in a fun and engaging manner to foster enthusiasm and positivity among clients, ensuring a welcoming and enjoyable environment for participation.</li> <li>• Promote Skill Maintenance and Enhancement: Encourage clients to participate in a variety of activities aimed at maintaining and enhancing their existing skills, fostering personal growth and development.</li> <li>• Facilitate Client Input: Actively involve clients in the planning process of activities, soliciting their input and preferences to ensure their voices are heard and respected.</li> <li>• Foster Positive Interactions: Encourage and facilitate positive interactions among clients, promoting socialization and camaraderie within the group setting.</li> </ul>
<b>Administrative requirements</b>	<ul style="list-style-type: none"> <li>• Daily administrative tasks:             <ul style="list-style-type: none"> <li>○ Ensure completion of daily attendances on Gold Care and upload attendance sheets onto Gold Care.</li> <li>○ Complete group evaluations daily on Gold Care, including attaching photos, and also in MS Teams.</li> <li>○ Monitor staff adherence to food safety practices and ensure completion of Food Safety Logbooks daily.</li> <li>○ Assist in Group Outings: Collaborate with team members to plan and coordinate community-based outings, providing support and assistance as needed to ensure successful participation.</li> <li>○ Set Up and Clean Up: Prepare for each session by setting up activities and arranging seating, and ensure proper clean-up and tidying at the end of each session, maintaining a safe and organized environment for clients.</li> <li>○ Conduct Annual Reviews: Perform comprehensive annual reviews of each client's progress and well-being, assessing their strengths, needs, and goals, and adjusting activity plans accordingly to support their ongoing development.</li> <li>○ Perform Weekly Well-being Checks: Regularly conduct weekly well-being checks on clients, monitoring their physical, emotional, and social well-being, and noting any signs of deterioration or decline.</li> <li>○ Document and Report: Keep detailed records of well-being checks and any observed changes in clients' conditions, promptly reporting concerns to relevant team members or supervisors to ensure appropriate follow-up and support.</li> <li>○</li> </ul> </li> <li>• Monthly administrative duties:             <ul style="list-style-type: none"> <li>○ Prepare monthly activity and menu planners in advance, ensuring they are uploaded onto Gold Care.</li> </ul> </li> </ul>

## KEY RESPONSIBILITIES

	<ul style="list-style-type: none"> <li>○ Update the dietary requirement list on the monthly planner and document client preferences for activities.</li> <li>○ Ensure all client well-being checks are conducted weekly and documented in Gold Care progress notes.</li> <li>○ Document all client changes, referrals, incidents, near misses, and feedback in Gold Care and Data Warehouse.</li> <li>● Annual administrative tasks:             <ul style="list-style-type: none"> <li>○ Complete annual care plan reviews for all clients, updating goal-directed care plans, reviewing previous goals, updating service agreements, and obtaining signed consent forms.</li> <li>○ Upload all review documentation into Gold Care for each client.</li> </ul> </li> <li>● Miscellaneous administrative responsibilities:             <ul style="list-style-type: none"> <li>○ Update bus lists as needed, distribute to drivers, and upload on Gold Care.</li> </ul> </li> </ul> <p>Fulfill all mandatory training requirements as directed by the Organisation.</p>
<b>Quality improvement &amp; compliance</b>	<ul style="list-style-type: none"> <li>● Stay updated on industry trends and make recommendations for optimising performance.</li> <li>● Support the development and use of clear, consistent, and transparent processes and internal controls and compliance.</li> </ul> <p>Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls.</p>
<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>● Develop and sustain positive working relationships with key internal and external stakeholders.</li> </ul>

## KEY SELECTION CRITERIA

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>● Certificate 3 in Aged Care Essential.</li> <li>● Certificate 4 in Leisure and Lifestyle preferable.</li> <li>● Current First aid and CPR</li> <li>● Manual Handling, falls prevention and Infection Control training</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>● Experience in working with the elderly essential.</li> <li>● Experience in working with people with Dementia</li> <li>● Proficient computer skills essential.</li> <li>● Proficient English verbal and written skills.</li> <li>● Bi-lingual</li> <li>● Able to work as part of a team Essential.</li> <li>● Understanding of the Aged Care Quality Standards and be able to implement them into work practice.</li> </ul>
<b>Personal Qualities &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>● A positive, can-do attitude</li> <li>● Ability to work independently and work effectively and collaboratively within a team.</li> <li>● Ability to be creative and plan diverse activities which stimulate both body and mind.</li> <li>● Demonstrated ability to implement activities which are in alignment with the Active Service Model</li> <li>● Ability to work autonomously and as part of a team</li> <li>● Good planning and organisational skills</li> <li>● Enthusiastic about creating and implementing positive change.</li> <li>● Ability to be able to complete a busy work schedule in a timely manner.</li> <li>● Friendly with excellent interpersonal skills.</li> </ul>

## KEY SELECTION CRITERIA

<b>Mandatory Compliance Documents Required for this position</b>	<ul style="list-style-type: none"><li>• Clear 'Police Check', within the last twelve months</li><li>• Current Working with Children Check card</li><li>• Must satisfy all visa requirements for working in Australia.</li><li>• Certificate 3 in Aged Care</li></ul>
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## KEY RELATIONSHIPS

<b>Department</b>	Aged and Disability Team
<b>Reports to</b>	Group Services Team Leader
<b>External</b>	

## KEY SYSTEM AND EQUIPMENT USAGE

- Microsoft Windows Office Suite

## ADDITIONAL INFORMATION

<b>Work Health &amp; Safety</b>	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
<b>Australian Work Rights</b>	All employees must be permanent residents of Australia or hold a current, valid visa.
<b>COVID-19 Mandatory Vaccination</b>	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
<b>National Criminal History Check</b>	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
<b>International Criminal History Check</b>	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
<b>NDIS Worker Screening Check</b>	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisation's Policies & Procedures.

**OTHER RELEVANT INFORMATION**

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.