



Document Effective From:

POSITION DESCRIPTION

STAFF NAME:

Name and Position Title:	Senior Supervisor Social Support Programs
Program:	Social Support Programs
Responsible To:	Manager Social Support Programs
Staff Reporting to this Position	Social Support Staff, Volunteers and Drivers

Selection Criteria:

- Qualifications in community services or at least 2 years' experience in supervision of specific programs
- Experience supervising, supporting and training staff
- Understanding of Aged Care best practice
- Ability to coordinate and supervise programs according to relevant program guidelines
- Experience of working in a multi-disciplinary team
- Experience maintaining computerised client information systems
- Administrative and organisational skills
- Written and verbal communication skills
- Demonstrated ability to contribute positively to the team
- Preparedness to work within Umbrella's Philosophy, Values & Mission
- Current Drivers Licence

Scope:

This position has role that include assisting the Managers and Coordinators Social Support Programs in the:

- Planning, coordination and delivery of the social support programs including Home @ Home, Weekender, Carers and carers group retreats, After hours, Special events and one-off, Golden tours, Zumba dancing and We Care, Wellness on the Road programs.
- Assist in preparation of budgets, reports and data information.
- Support manager in supervision of support staff, volunteers and drivers
- Act in Coordinator Social Support's role when the coordinator is on leave

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UMBRELLA Multicultural Community Care Services Inc.
Position Description:
Senior Supervisor Social Support Programs

Responsibilities and Duties	Special notes
Client Support	
<ul style="list-style-type: none"> • Directly supervise and support clients in all listed programs. • Assist in direct support to clients as directed by the Managers or Coordinators of Social Support Programs. • Liaise directly with all relevant managers, coordinators, supervisors, staff, clients and families on needs and wellbeing of clients. • Deliver programs activities to clients. • Ensure safety in the delivery of activities including the monitoring of clients' health and abilities. 	
Social Support Programs	
<ul style="list-style-type: none"> • Assist Managers or Coordinators of Social Support Programs in the planning, supervision of programs, activities and services. • Plan meals for programs. • Organize regular supplies for morning or afternoon tea / coffee and lunches etc. if or when required. • Ensure hired property (for various programs) is left clean and everything is in working order. • Coordinate transport rosters and ensures safe transportation of clients to all allocated projects. • Responsible for support staff, volunteers and drivers for allocated programs and transportation of clients. • Support staff in all aspects and duties. • Liaise with the Management in relation to client health and wellbeing. • Ensure safety in the delivery of activities. • Attend outside working hours and weekends if required. 	
Administration	
<ul style="list-style-type: none"> • Assist Managers or Coordinators of Social Support programs with program budgets and data information. • Receive payments from clients for their attendance and issue receipts for social support programs. • Maintain client records. • Maintain and provide feedback for programs and statistics where appropriate • Financial acquittals for projects and programs • Maintain accurate reports and records on all activities. • Ensure security, confidentiality and integrity of all client records. 	



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Other	As required
<ul style="list-style-type: none"> • Participate in team meetings and general staff meetings and liaise regularly with other coordinators and managers in relation to program delivery. • Promote safe working environment and work within OSH guidelines. • Be familiar with Umbrella’s policy and procedure manual and work within the policies and procedures of the organization. • Take part in the continuous improvement cycle. • Maintain Senior First Aid Certificate and Risk Management protocols. • Promote positive ageing, dignity, independence and wellness principles in all activities and programs. • Identify and attend self-development and professional training as authorized by CEO. • Other duties as required or directed by the Manager of Social Support that contribute to the service delivery of the organization. 	