

POSITION DESCRIPTION

Position Title:	Social Support Group Facilitator
Award:	Community Health Centre (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2022
Classification:	Social and Community Services Employee – Level 2
Site:	This position is primarily based at our Elmore site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	39 hours per fortnight (0.51 FTE)
Tenure:	Ongoing
Position description developed:	November 2025
Responsible to:	Senior Leader Allied Health and Social Support Group

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Allied Health and Social Support Group team includes podiatrists, exercise physiologists, a physiotherapist and Social Support Group staff who work collaboratively to improve the health and wellbeing of clients and the community. The team provides social support to older, isolated and disabled individuals by providing appropriate out of home activities. These activities are designed to contribute to and enhance the physical, intellectual, psychological, social and emotional well-being and independence of the participants in order that they may continue to live as independently as possible, whilst providing respite and support for their carers.

POSITION ROLE

The Social Support Group (SSG) Facilitator works with the SSG Co-ordinator in the delivery of a regular social support group program. The program is specifically aimed at reablement, based on a restorative and wellness approach to a member's individual health and welfare needs. The program involves the provision of high quality, effective consumer care which reflects the philosophy and objectives of the Social Support Group and Bendigo Community Health Services. The position will require you to build positive relationships based on dignity and respect and support people to develop their capability, reach their potential, maintain their independence, and assert their rights.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Deliver a regular planned activity program specifically aimed at reablement, based on a restorative and wellness approach for each individual member.
- Provision of optimal mental and physical stimulation customised to individual member needs.
- Foster and maintain professional relationships with team members, other services, visitors and community groups.
- Maintain health and safety and infection control compliance.
- Participate in ongoing professional development.
- Other duties as directed

KEY SELECTION CRITERIA

Essential

1. A Certificate IV in Community Services/Ageing Support or related discipline.
2. Demonstrated experience in working in an aged/disability support program.
3. A sound knowledge of the Commonwealth Home Support Program (CHSP), Home and Community Care Services (HACC) and Social Support Group services
4. Excellent interpersonal and communication skills with consumers, carers and families, staff and other service providers.
5. Demonstrated ability to work as a member of a multidisciplinary team.
6. Current First Aid Certificate.
7. A current employee Working with Children Check and Driver's License.
8. The successful applicant will also be required to undertake and complete a satisfactory National Police Check.

Desirable

1. Intermediate to high level skills in Microsoft Office programs.
2. The ability to confidentially maintain accurate records in accordance with BCHS procedures.
3. Experience working in a similar program / aged care.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Provide high-quality service delivery to, at a minimum, the target required by the funding service agreements and team performance models.
- Demonstrate positive outcomes for clients through appropriate management and interventions.
- Demonstrate a client-centered service delivery approach which meets individual preferences, needs and diversity.
- Demonstrate a holistic and integrated service delivery approach for clients.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

