

Social Programs Support Officer

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community	Prosperous Economy	Clean And Green City	Places For People
<i>A City where people have the opportunity to connect and flourish</i>	<i>A City with a thriving economy that enriches its local community</i>	<i>A City that values its natural environment</i>	<i>An accessible City where people love to be</i>

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well <ul style="list-style-type: none">• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
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The position is:

Position Title	Social Programs Support Officer		
Department & Section	Community Wellbeing Community Development		
Team	Community Services		
Reporting to	Social Support and Programs Officer		
Positions Reporting to it	N/A		
Classification and Stream	MOA Level 3		
Position Number		Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

How does this position contribute to our community?

- The Community Services Social Support Officer position supports our ageing community to maintain their independence through provision of subsidised programs and services to stay safe within their homes, as well as keeping socially connected through our social activities as part of the Commonwealth Home Support Programme delivered within PAE.
- Supporting Social Support groups to meet the social needs of older residents and people living with disabilities, supporting their increased health and wellbeing.

What does the position do?

- Provide support and ideas and work collaboratively with the Social Support and Programs Officer to design and implement activities for older people in the community.
- Support the day-to-day operations of the Social Support program through direction from the Social Support and Programs Officer.
- Guide the work of volunteers working on social support groups.
- Meet outcomes as required under the Commonwealth Home Support Program funding arrangements.
- Act as an escalation point for any concerns or problems.
- Arrange services with external third parties to enable older people to continue residing safely in their homes.
- Arrange and Undertake assessments of residents to determine their suitability for the social support groups.
- Support programming for the social support groups, and co-design activities to increase wellbeing within the client group.
- Work within budget to plan and deliver program activities, initiatives and events.
- Work within procedures related to Social Connection and Isolation within the community.
- Ensure procedures for the program are updated and adhered to, including but not limited to Serious Incident Response reporting and non-responding procedures.
- Other reasonable duties as required are undertaken.
- Work at other locations within Council if required.

What outcomes does the position deliver?

- Objectives are delivered in line with the City of Port Adelaide Enfield funding agreements.
- Older members of our community are supported within their homes.
- Programming activities and events have a focus on reablement and building social skills.

POSITION DESCRIPTION

Standards of work are consistent with Aged Care Quality Standards and/or the Aged Care Act.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing
- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- Interpersonal skills that build good work relationships
- Sound problem solving, innovative thinking and informed decision making
- Enthusiasm to complete tasks
- A commitment to personal development and improvement
- Adaptability and flexibility to new ideas and concepts

Qualifications for the position

- Relevant qualification is desirable.
- Suitable Qualification applicable from 1 July 2025.
- Aged Care Worker Screening essential from 1 July 2025.
- A Current Australian Driver's License is essential.
- Current DHS screening – Child, Aged and Vulnerable, or willingness to obtain prior to commencement.
- Child Safe Environments Training, or willingness to undertake upon commencement is essential

Experience

- Experience working with older people and people living with disability.
- Experience at risk identification and mitigation for older people, whilst delivering programs.
- Experience supporting volunteers to deliver services and programs.
- Experience and/or understanding of Records Management responsibilities and practices within local government.

Knowledge

- Understanding of aged services offered by Council and other service providers within the region
- Understanding of the principle of social inclusion, community services and social issues relating to the client group
- Knowledge of Aged Care Standards
- Knowledge of relevant Commonwealth, State and local agencies and resources
- Working knowledge of WHS for Client centred venues and within private homes when undertaking home assessments and home visits

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Procurement and Contract Management

- Responsible for complying with Council's procurement policy and processes
- Proficient in the application and requirements of procurement within a Local Government context

POSITION DESCRIPTION



- Requirement to undertake regular training regarding procurement and contract management activities

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.

Employee Signature: _____

Print Name: _____

Date: _____