



**POSITION DESCRIPTION – Team Lead Social Activity Group VIC**

**Part 1 – Expectations for Your Role**

<b>Position</b>	Team Lead Social Activity Group VIC
<b>Service / Program</b>	Older Adults
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Level 3
<b>Reports to</b>	Manager Older Adults QLD/VIC
<b>Effective Date</b>	March 2025

**Key Deliverables**

- Manage the day-to-day activities of the social activity group program in Victoria
- Ensure the program has a calendar that is evolving, responsive to feedback and supported by customers who are engaged in the service.
- Manage customer recruitment, onboarding, correspondence, contracts, service planning
- Monitor income and expenditure to ensure the program operates within budget.
- Maintain accurate record keeping including information regarding customer data and service provision, wait times, targets, claims, billing, auditing.
- Coordinate and support a small team of support workers
- Manage team recruitment, onboarding, training, payroll, and performance.
- Ensure services are customer focussed, of high quality and compliant.
- Establish and maintain positive relationships with internal and external stakeholders,
- Actively participate in and promote the program to identify activities and ensure successful Community Engagement outcomes

**Skills and Experience**

- Demonstrated experience in a similar role
- Highly developed interpersonal skills, with the ability to develop and nurture positive and on-going relationships with customers and team members
- Ability to use negotiation, conflict resolution and creative problem-solving techniques
- High level of sensitivity and understanding of issues that impact older adults.
- Strong understanding of the Aged Care Quality Standards; Open Disclosure; The Aged Care Code of Conduct and The Aged Care Serious Incident Response Scheme (SIRS).
- Commitment to individualised and person-centred approaches to service delivery
- Commitment to creating and maintaining a healthy and safe environment where supports and services are provided for customers
- Well-developed literacy, numeracy and computer skills (eg Microsoft Office Suite)
- Willingness to drive a 12- seater bus



### **Qualification/Registrations/Licences**

- Certificate or Diploma level qualification in related field
- Dementia specific qualifications and/or experience desirable
- Certificate or Diploma in Business Management desirable
- Current Victorian driver's licence
- Able to drive a 12-seater minibus
- Satisfactory Police Check and Working with Children Check
- NDIS screening (as appropriate)
- COVID and Influenza vaccination in line with government mandates/ recommendations and company policy
- Not listed on the ACQSC Banning Order Register

### **Physical Requirements**

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Capability to type and handle administrative tasks.
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel to other Each location's