

# Position Description

Position Requirements	
<b>Position</b>	Social Support Groups Afghan Facilitator
<b>Position No</b>	
<b>Classification</b>	SCHADS Award - Level 2
<b>Site</b>	Dandenong
<b>Reports to</b>	Social Support Groups Supervisor

## Position Summary – Primary Purpose

The Social Support Groups Program supports people with disabilities, their carers, and families to access the services and assistance they need to live their best lives. The program provides language-specific group support for people from culturally and linguistically diverse backgrounds. The role of the Groups Facilitator is to empower participants with a disability from diverse cultural backgrounds by organising capacity building activities for participants.

Within the Social Support Groups Program, we are seeking a permanent part-time Social Support Group Facilitator to lead, manage, and facilitate three Afghan social support groups. The role is responsible for supporting participants to engage in meaningful group activities and assisting them to access appropriate community services that enhance their wellbeing and social connection.

The successful candidate must be fluent in English and Dari and available to work on Tuesdays and Wednesdays each week. The position is 18 hours per fortnight (0.24 FTE).

The role also requires travel to the Southeast region to deliver group activities and support participants.

## Organisational Environment

**ADEC**, a state-wide Victorian not-for-profit organisation established in 1985, advocates for and assists people from diverse cultural backgrounds with disabilities, as well as their families and carers, and older people in need of support. ADEC exists to empower people, fight inequality, nurture community cohesion, and advocate for the full inclusion of the people we serve within broader society.

ADEC provides advocacy services, capacity building programs for people with disabilities, community Aged Care services, Plan Management (NDIS), NDIS Appeals, and direct personal and domestic care support services. ADEC also actively participates in systemic advocacy and collaborative activity in support of more effective and inclusive disability and aged care sectors. ADEC currently serves around 1700 clients with around 120 staff.

## Position Accountabilities

The Social Support Groups Afghan Facilitator is responsible for coordinating and facilitating group activities, workshops, and information sessions that promote social inclusion, skill development, and community connection. The role supports carers and care recipients to reduce isolation, build informal support networks, and access relevant services and community resources.

### Social Support Groups Afghan Facilitator Duties include:

- Increase the participation rates of carers in formal support services and activities.

- Create a non-judgmental and friendly atmosphere for group members to open and share their feelings, experiences, and ideas.
- Provide information, education, and skill development to carers to enhance their knowledge of disability, mental health, recreation, and available support services.
- Integrate the needs of carers with local broader services, groups, and opportunities for development.
- Provide appropriate support to carers of people with disabilities to enable them to effectively carry out their caregiving responsibilities within the community.
- Collaborate with community organisations to plan, deliver, and implement tailored programs and attract new participants.
- Facilitate ongoing activities and capacity-building workshops to promote social inclusion, provide support, information, linkages, and referrals based on participants' needs, abilities, and interests.
- Maintain the group's budget and documentation, including attendance lists, feedback forms, and reports, and meet agreed KPIs.
- Promote the group and recruit new group members.
- Participate regularly in team meetings, training, and program reviews.
- Undertake other duties as directed by the Groups Coordinator.

## Teamwork, Culture & Values

Encourage open communication, mutual respect, and a shared commitment that contributes to employee satisfaction, engagement, and the overall success of the organisation. Key elements include:

- Ensuring clear communication.
- Building mutual trust through respect, openness, and transparency.
- Working collaboratively on shared responsibilities.
- Working to maintain a supportive environment that encourages staff ideas and feedback.
- Role modelling reinforcing ADEC's values to create a positive and inclusive office culture.

## Quality & Risk Management

Consistently deliver high quality service that satisfies both internal and external stakeholders. This involves:

- Implementation of, and adherence to, quality policies and processes.
- Contributing to continuous improvement through ideas and initiatives.
- Complying with industry specific standards and regulatory requirements.
- Actively listening to customers and other team members and creatively solving improvement issues.
- Being aware of, identifying, and reporting potential risks that could affect the organisation's operations and goals.

## Workplace Health and Safety

Understanding the importance of creating a safe working environment and encouraging responsibility for health and safety among employees. Key elements include:

- Identifying potential hazards and removing the hazard or raising this as a concern
- Making suggestions for the improvement of safety and wellbeing in the workplace.
- Assessing risks associated with tasks and equipment.

- Fulfilling safety roles, such as Fire Warden, First Aid Officer, or Health and Safety Representative if nominated.
- Encouraging employee involvement in decision making about safety matters.
- Adhering to policies and procedures based on industry best practices.
- Promoting a culture of safety through awareness.

## Key Selection Criteria

The facilitator's performance will be measured against the following criteria:

- The success of group activities, as indicated by client feedback and client numbers.
- Conducting group activities within budget.
- Accurate and timely submission of group data collection.
- Maintenance of client's records in accordance with ADEC procedures.
- Prompt and equitable resolution of issues arising within the group.

### Essential

- Be fluent (spoken, reading, writing) in Dari language as required by the program.
- Ability to plan a program of activity, and to deliver it successfully and within budget.
- Ability to accurately collect statistics, record data, and maintain records.
- Demonstrated experience in establishing and maintaining community groups.
- Competent IT user in MS Office programs.
- Excellent time management skills.

### Desirable

- Certificate IV or Diploma in Community Services or Social Work or similar.
- Knowledge of the Home and Community Care Program for Younger People (HACC PYP).
- Knowledge of the Commonwealth Home Support Program (CHSP) for Older Australians (CHSP).

### Mandatory Requirements:

- Evidence of right to work in Australia.
- Clear NDIS Worker Screening Check.
- Clear National Police Check.
- Current Victorian Driver's Licence.

ADEC is an inclusive employer and values the contribution of people with disabilities to our workplace.