**POSITION DESCRIPTION**

**SUPPORT SERVICE CO-ORDINATOR**

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| **Position Title:** | Support Service Co-ordinator - Regional |
| **Department:** | Support Service |
| **Employment Status:**  | Full/Part Time  |
| **Hours:** | Minimum of 21 hours per week |
| **Salary:** |  $54k to $94k p.a. |
| **Location:** | Haymarket – Central/Inner West and Eastern Sydney RegionHurstville – Southern Sydney RegionWestmead – Western Sydney RegionChatswood – Northern Sydney Region |
| **Reporting to:** | Executive Committee Member – Regional Program Management Sub-committeeSupport Service Manager (Functional) Administration Manager, (Occasionally) |
| **Directly Supervising:** | Volunteers |
| **Duration:** | permanent |
| **Date:** | July 2022 |

**About CanRevive Inc.**

CanRevive Inc. is a public benevolent institution, established in 1995 at Haymarket Sydney, by two cancer survivors and one carer to support Chinese speaking people through their cancer journey. Its aim is to help minimise the impact of cancer on patients and their families by providing information and emotional support to cater for their cultural and linguistic needs.

In 2008, a regional centre was set up in Hurstville which enabled services to be extended to clients living in the Southern suburbs. Due to redevelopment of the existing site, the branch centre has been converted to an outreach service hub since July 2021 and has been temporarily co-located at the Head Office of Advance Diversity Services (ADS) in Hurstville.

CanRevive Inc. services now cover the Central & Inner West and Eastern Sydney Region, the Southern Sydney Region, the Western and South-Western Sydney Region. In February 2021, with the generous support from North Shore Coaching College, an outreach service hub was set up in Chatswood, and services are being offered to clients living in the Northern suburbs.

In June 2011, the CanRevive Cancer Foundation was established. Its main purpose is to raise funds to secure the continuation of CanRevive Inc. services and raise the organisation’s level of financial accountability and transparency.

**Our Vision**

No one should face cancer alone.

**Our Mission**

To provide direct relief of the stress and sufferings of cancer patients and their carers by offering emotional support and information services.

**Position Overview**

The Support Service division covers a wide range of services under the Program Management Sub-Committee. These include information sessions, support groups, phone support, home & hospital visits, interest groups, outing & recreation, special projects & events and project funding.

Support Service Co-ordinator will provide a range of information and emotional support to Chinese speaking clients who are cancer patients and their carers, supporting clients to engage in their own personal and unique recovery journey and develop new skills, social connections and improve their wellbeing by engaging them as fellow persons.

You will work closely with the Executive Committee members of the Program Management Sub-committee, Support Service Manager and other community partner organisations in order to deliver the best possible comprehensive service to clients.

**Period of employment**

Negotiable, 35 hours week for full-time employee, part-time employee subject to mutual agreement.

**Accountability**

The Support Service Co-ordinator is directly accountable to the Executive Committee members assigned to oversee the regional centre under the Regional Program Management Sub-committee. Functional responsibility to Support Service Manager and occasionally to the Administration Manager.

Supervision of volunteers is required for this position.

**Conditions of Employment**

The terms and conditions of employment will be in accordance with the CanRevive Inc. Employment Agreement.

Renumeration package is subjected to qualifications and appropriate work experience with a salary range of AU$54k – AU$94k p.a.

A number of benefits are available to staff, including negotiable salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

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| **Qualifications** | Formal tertiary qualifications in Counselling, Psychology, Social Work, Social Sciences (e.g. social welfare, nursing) or related discipline |
| **COVID-19 Vaccination** | Evidence of two doses of COVID-19 vaccine recognised and approved by the Therapeutic Goods Administration (TGA) in Australia. Due to the nature of the clients the organisation it serves and the possibility of working in health settings such as hospitals or works engaged/granted under NSW Health, the evidence of COVID-19 vaccination must be supplied.  |
| **Police Check** | Criminal record checks are mandatory for all new appointments. CanRevive Inc. will cover the cost of an Australian check.  |
| **Working with Children Check** | A valid NSW Working with Children Check must be supplied by all new employees. CanRevive Inc. will cover the cost if a new check is required.  |
| **Car Licence** | A valid Australian driver’s licence (P plate or above) must be supplied by all new employees. |
| **Right to work within Australia** | You must maintain a right to work in Australia, in the position and location of employment during your employment with CanRevive Inc. You must comply with all terms of any such grant of a right to work in Australia. Proof of such right must be supplied by all new employees. |

**Key Responsibilities**

**Information Sessions**

* Identify a range of topics of interest for people living with cancer & their carers
* Enlist Cantonese, Mandarin or English (or any combination of these three languages) speaking professionals from the Sydney Metropolitan areas to conduct these information sessions
* Coordinate and work with staff and volunteers to plan and organize the information sessions held in the Region and also provide assistance (when required) for information sessions held in other support service regions

**Support Group**

* Work with volunteers to plan and facilitate the Mandarin and/or Cantonese speaking support groups and other cancer types specific support groups as required in the Sydney Central & Inner West Region (i.e. City Head Office, remotely online or at an externally leased venue)
* Intake clients for the support groups and identify their individual needs
* Utilise professional knowledge and skills to develop therapeutic programs in support group sessions, in order to achieve positive changes and foster individual's wellbeing during and after cancer treatment. Methods include relaxation skills, mindfulness skills, psychoeducation and other techniques
* Use effective and appropriate telephone and online counselling skills to support group members who can’t attend the support group sessions because of treatment or other personal issues
* Evaluate and modify the group facilitation/running model according to changing needs

**Support Service Relief**

* Assume support service relief role in any of the service regions when required

**Teamwork**

* Contribute to volunteer recruitment, support and training
* Work as a team with other staff and volunteers to ensure a co-ordinated approach to service development and delivery

**Administration, Reporting & Record Keeping**

* Provide yearly work plan and bi-monthly report to Regional Program Management Sub-committee
* Provide reports to relevant committees and funding bodies
* Undertake administrative work necessary to carry out assigned tasks
* Attend relevant internal and external meetings when required
* Collect & collate relevant data for analysis
* Maintain an organised filing system plus backup and keep accurate records

**Quality Improvement**

* Conduct periodic review and contribute quality improvement in service delivery
* Contribute, develop and implement initiatives and strategies that entail therapeutic benefits to clients

**Liaison**

* Liaise and establish networks with District Health Services, other relevant government and non-government organisations.
* Establish and maintain good working relationships with local communities, city councils and health professionals in the assigned region for partnership collaboration.
* Identify service needs of target clients in the assigned Region and develop appropriate services such as support groups, public information sessions and complementary therapy workshops to meet the needs of the community
* Promote pro-actively, CanRevive’s services to the community of assigned region.

**Other Funding Applications & Grant Projects**

* Actively sourcing and assisting with the preparation of funding applications within the assigned region
* Assist and/or manage any grant projects when required

**Work Health & Safety (WHS)**

CanRevive Inc. is committed to ensuring the workplace health and safety of its employees, volunteers, clients and visitors.

In achieving and maintaining workplace health and safety, CanRevive Inc. will apply best practice in WHS in accordance with statutory obligations at all times.

All CanRevive Inc. employees, contractors and volunteers are required to:

* take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company’s WHS policies and procedures
* take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and other cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
* report all injuries, illness or ‘near misses’ to their Supervisor or Manager
* participate in relevant health and safety training based on roles and responsibilities
* as required, participate in the development and implementation of specific WHS hazard and risk management strategies.
* In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, volunteers, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to WHS policies, procedures, training and reporting systems.

**Other**

* Assist with other duties as required and directed by the Executive Committee, Support Service Manager, and/or the Administration Manager.

**Key Selection Criteria**

**Essential**

1. Good written & verbal communication skills in English.
2. Fluent in Cantonese & Mandarin and literate in Chinese.
3. Strong interpersonal skills and networking skills.
4. Demonstrated ability in developing support programs, running groups and working with volunteers.
5. Good planning & organisational skills.
6. Ability to work independently and in a team.
7. Demonstrated ability to assess and respond to risk from a client, employee, volunteer and organisational perspective.
8. Demonstrated experience of managing service delivery targets in line with funding and partner agreements.

**Additional Information**

**Pre-existing injury:**  The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Salary packaging:** This is available to all employees subject to specific usage conditions (i.e. home rent, home loan or superannuation).

**Probationary period:** All offers of employment at CanRevive Inc. are subject to a six-month probationary period for new employees (not continuing employees). The staff member will be asked to participate in an annual performance review linked to objectives set out for the position. For other terms and conditions of employment, please refer to your contract of employment in details.

**Decision Making Authority**

You are responsible for fulfilling your duties within the framework of legislative requirements and CanRevive Inc. policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of CanRevive Inc. should be reported to your immediate supervisor.

***Date Prepared/Updated:*** *1st July 2022*

***Approved by:*** *President*

**Acknowledgement**

I acknowledge the following:

* I have read and discussed this position description with my manager; and
* I understand the position objectives, key tasks, responsibilities and performance standards.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_