

COMMUNITY PROGRAMS ACTIVITY OFFICER

CLASSIFICATION: Band 3
OCCUPANT: Vacant
DATE: September 2026

POSITION CONTEXT & OBJECTIVE(S):

To contribute as part of a team, to the planning, development and implementation of programs and activities designed to maintain and enhance the physical, emotional and social well-being and independence of older persons, frail aged and people with disabilities based on their individual needs and interests.

KEY RESPONSIBILITIES AND DUTIES:

1. Implement and assist the smooth running of program activities for participants in the Social Support Program. This involves supporting participants who are frail aged or may have a disability to achieve their goals. Emphasis is placed on activities that connect participants to the broader community, with a strong focus on developing social engagement and activity.
2. Plan, organise and set up necessary equipment and resources within the work place or wider community prior to participants' arrival.
3. Assist participants in the diverse range of activities offered by the program including those offered in the centre and in the wider community. Provide individual support as required during program activities, including but not limited to; assist with performing tasks, personal care and overall safety.
4. Ensure a responsive, helpful, caring approach to the provision of Social Support Programs, respecting the dignity and rights of the participants at all times.
5. Assist other Activity Workers to develop and prepare participant individual care plan and review as required.
6. Transport clients to and from the centre and facilitate community based social support options, as directed by the Co-ordinator and participant individual plans.
7. Adhere to Council policies, State and Federal Government Policies and practices regarding Quality Standards, Risk Management, Occupational Health & Safety, Equal Opportunity and Human Rights.
8. Maintain a high level of confidentiality in relation to the operations and clients and carers at all times.
9. Provide accurate, professional and timely records and report any variation to tasks and/or programs in accordance with service monitoring and communication protocols.
10. Contribute to exceeding personal and workgroup targets for Key Performance Indicators as set by management in areas such as Safety, Efficiency and Performance.
11. Actively participate in continuous improvement initiatives and staff development processes as required by the Co-ordinator to meet the changing needs of the position, career and industry including internal and external supervision as identified.

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

- Demonstrate a good understanding of the support needs of people who are aged, or have a disability.
- Experience in facilitating group activities and programs

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- Provide evidence of Certificate III in either Individual Support, Community Services, Aged Care, Disability Work, or equivalent. Where relevant, previous experience in similar client centred activities is highly desirable.
- Demonstrate an ability to undertake all responsibilities and duties in a manner that ensures that the integrity and quality of the service is maintained.
- Demonstrate excellent communication skills and the ability to connect with older people, people with disabilities, and their carers.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☐ YES

The incumbent must have and maintain a Working with Children Check:

☐ NO

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Coordinator Social Support Programs
Supervises:	N/A
Internal Contacts:	Community Program Staff and Community Services Branch Staff.
External Contacts:	Clients, carers and families.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Works under routine supervision and complies with directions from the Social Support Services Coordinator
- Responsible for assuring the quality of work performed.
- Monitors and immediately reports any concerns about clients, carers and the work environment to the Coordinator
- Resolve any workplace conflict in accordance with organisational processes.
- Demonstrate the ability to work actively and enthusiastically in a team to achieve team goals. Work collaboratively with other team members across the Branch and maintain and initiate regular communication with all relevant colleagues and managers.

JUDGEMENT AND DECISION MAKING:

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- Work activities are planned and clearly defined, with established procedures well understood.
- Employee may only alter the planned activity if there is a risk to client safety
- Employee may resolve minor problems that relate to immediate work tasks using some originality in approach, but usually based on previously encountered procedures or practices.

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SPECIALIST KNOWLEDGE AND SKILLS:

- Prior experience preferred but not essential in undertaking social support tasks and activities with frail aged, people with disabilities and carers.
- A good understanding of the support needs of community program clients in regards to cognition, memory loss, disability etc.
- Demonstrated relevant skills to plan implement and evaluate group programmes and activities.
- Possess an understanding of the aims and objectives of Community Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP). As well as an understanding of framework and principles of Wellness and Reablement.
- Good organisational and effective time management skills.
- Demonstrated ability to perform service tasks in strict accordance with program plans, service/accreditation standards and Occupational Health and Safety.
- Ability to perform physical tasks.
- Basic computer skills.

MANAGEMENT SKILLS:

- Ability to work without direct supervision, but within a directed framework.
- Ability to complete rostered work within allocated timeframes.
- Ability to provide accurate and timely records and verbal reports.

INTERPERSONAL SKILLS:

- Good communication skills and the ability to develop rapport with participants and carers.
- Adaptability and flexibility.
- Empathy with older people and people with disabilities and their carer's.
- Personal integrity with a commitment to confidentiality on all issues relating to the organisation, the clients and fellow colleagues.

QUALIFICATIONS AND EXPERIENCE:

- Certificate III in either Individual Support, Community Services, Aged Care, Disability Work, or equivalent.
- Previous experience preferred but not essential in working in a community program or community setting with frail aged disability and acquired brain impaired clients.
- Current Victorian drivers licence with light rigid endorsement, and/or a willingness to obtain light rigid endorsed licence highly desirable.
- Level 2 First Aid.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

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I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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