

# SPANISH LATIN AMERICAN WELFARE CENTRE (CELAS)

## Social Support Coordinator (FVP/CVS) Position Description

Tel: 9687 0181 | Fax: 9687 3613 | Email: [administration@celas.org.au](mailto:administration@celas.org.au) | Web: [www.celas.org.au](http://www.celas.org.au)  
Address: 209 Nicholson Street, Footscray VICTORIA 3011



### CELAS Social Support Coordinator (FVP / CVS)

#### Position Description

The purpose of the CELAS Social Support Coordinator for both the Family Visitors Program (FVP) and the Friendly Visitors Scheme (FVS) is to be responsible for the overall implementation, development and operation of CELAS friendly visiting programs including both the Department of Human Services' (DHS) Friendly Visiting (FV) Program and DoHA's (Department of Health and Ageing) Community Visitors Scheme (CVS) Program

#### Position Details

Title:	CELAS Social Support Coordinator for the Friendly Visiting Program (FVP) and the Community Visitors Scheme (CVS)
Work Location:	Footscray, Victoria
Employment Type:	Fixed-term until October 2010 – Part-time [two days per week]
Salary Range:	Value Range: \$18 to \$20 per hour [inc. Superannuation]
Further information:	Alba Sosa
Phone:	(613) 9687 0181
Position reports to:	Aged Care Programs Manager
Closing Date:	12 March 2010

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#### Organisational Environment

##### About CELAS

CELAS is a community agency based in Melbourne, Australia. Since 1977, we have assisted the Spanish speaking community of Victoria. Our mission is to help individuals so that, through active participation, they may develop their potential to live a prosperous life.

Our objective is to meet the needs of Spanish speakers in the fields of education, interpretation, health and social assistance, among others. The strength of CELAS throughout all these years lies in understanding the needs of the community it serves, as well as our demonstrated ability to offer programs and services that fulfil these needs.

##### Duties and Responsibilities

- Ensure client targets are met for both programs.
- In liaison with the Aged Care Programs Manager, ensure quarterly statistics are submitted to DHS and DoHA on time and any other departmental requirements as directed.
- Ensure clients are supported by monitoring their satisfaction with the volunteer providing the visit. Monitoring of this via routine phone calls to clients. Ensure all communications are recorded in volunteer or client case notes within files.

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- Participate in selection of volunteers and clients, including interviews, filling in of required paperwork, assessment forms etc. Undertake home visits to clients if needed. Ensure both client and volunteer files are up to date.
- Arrange the required training for volunteers, including organizing pre placement and ongoing training as required.
- Promote the friendly visiting programs via various forms of media including radio programs, media releases, information sessions.
- Provide incentives for volunteers to join or continue their participation with program via special Christmas or Easter lunches, organizing certificates of appreciation, acknowledgement of birthdays etc.
- Liaise with nursing homes to ensure they are aware of the CVS program offered by CELAS and to also ensure Spanish speaking clients are satisfied with service provided at all times.

### Skills, Qualifications, Attributes

#### Skills

- Experience in the Human Services field and knowledge in assessment and care management
- Knowledge of the aged care sector and SCOTT referral procedures
- Experience and ability in dealing with the aged and disabled and the issues for their families
- Knowledge and understanding of the issues affecting elderly members of the Spanish speaking community.
- Ability to link with other service providers, networking.
- Computer skills

#### Attributes

- High level organisational skills
- Accountable and independent (able to work with minimal supervision)
- Common sense and good problem solving skills
- Flexibility
- Cooperative and good interpersonal skills (to liaise with co workers, clients and other persons)
- Good communication skills to be able to convey ideas and concepts clearly
- Effective time management skills, be able to prioritise efficiently

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- Awareness of the issues and constraints (funding, resources and the like) of working within the community sector, and hence a commitment to helping people who may be in need.
- Commitment to gaining the best results for clients
- Ability to speak, write and read Spanish fluently

### Qualifications

- Social work Degree
- Certificate in Aged Care, Community Development or the like

### Accountability

This position is directly accountable to Aged Care Programs Manager and Management Committee. The worker will undergo a performance appraisal once per year to discuss achievements of the agreed work plan. Supervision meeting with the Aged Care Programs Manager will be organised once per fortnight or as required.

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### Other Relevant Information

#### ▪ How and Where to Apply

Applicants are encouraged to visit [www.celas.org.au](http://www.celas.org.au) to obtain 'Information for Job Applicants' which is an outline of our application, assessment and selection processes when working with CELAS. Applicants without Internet access may obtain a copy from the contact listed under 'Position Details'.

Applications marked 'confidential' must be posted to: CELAS Recruitment Officer, 209 Nicholson Street, Footscray VIC 3011.

#### ▪ Employment Safety Screening Requirements

CELAS is committed to selecting people able to provide quality services and a safe working environment to our clients. Accordingly, we have rigorous employment safety screening requirements for all new employees.

All competitive applicants will be required to undergo additional employment safety screening. This involves establishing identity, consenting to a National Criminal History Records check, and verification of claims through referee comments.

All of our employees are required to comply with relevant CELAS personnel related policies.

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- **Diversity**

CELAS adheres to the Equal Employment Opportunity principles, values diversity and encourages applications from a diverse array of backgrounds.

- **Agreement/Award Coverage**

This role is covered by the SACS Award Certified Agreement 2000 Class I.

### Specific Health and Safety Requirements

CELAS is committed to minimise Occupational Health & Safety (OHS) risks in the workplace. Employees are required to be familiar with, adhere to and use or manage the relevant policies, guidelines, procedures.

### Privacy Notification

CELAS requires declarations and personal information relevant to your employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000.