



Position Description

Social Wellbeing (Healthy Ageing) Program Coordinator (health promotion/human services)

Title:	Social wellbeing Program Coordinator
Hours:	Part-time (30.4 hours/week)
Reports to:	Program Manager, Care Finder
Award:	Health Professionals & Support Services Award HP level 3 (\$38.58 per hour)

Organisational Background

With a vision to build health equity and a mission to deliver, model and influence health and wellness services to create an inclusive and just health system, World Wellness Group (WWG) is a leading health social enterprise based in Stones Corner, Brisbane. WWG operates the World Wellness Clinic which specialises in equitable healthcare for clients from culturally and linguistically diverse backgrounds, including vulnerable and disadvantaged migrants, refugees and people seeking asylum.

As a social enterprise, or a business with a social mission, World Wellness Group Ltd works to improve health equity for all clients, regardless of culture, language or financial capacity, and to assist the most vulnerable members in our community. World Wellness Group is a registered health promotion charity and all profits are used to fund health services for clients or innovative health programs that are not available elsewhere.

Social wellbeing program – Culture of Connection

WWG has received funding to address social isolation, social wellbeing and healthy ageing needs among CALD seniors living in Brisbane north. Starting in May 2023, we plan to establish a Multicultural Healthy Ageing Social Link Program, called Culture of Connection. This position will deliver the program alongside Multicultural Peer Support Workers and alongside the newly established multicultural Care Finder program at World Wellness Group.

Position Objective

The program coordinator will organize and coordinate a schedule of monthly group activities for CALD older adults that enhance social wellbeing, healthy ageing, physical wellbeing, natural disaster preparedness and promote independence. The coordinator undertakes individual social wellbeing assessments, organizes the logistics for group attendances for older adults, arranges guest speakers for the groups, books catering and coordinates the Multicultural Peer Support Workers to be in attendance to provide cultural and language supports.

The position will have a key focus on:



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- (a) Developing, tailoring and delivering monthly group activities for CALD older adults
- (b) Organising and coordinating the logistics involved (transport, catering, family liaison etc.)
- (c) Collecting data for the evaluation of the program
- (d) Managing quality and risk

Organisational Relationships and Accountability

Position reports to: Marina Chand, Strategic Projects Manager

Clinical: Clinical Governance Committee

Supervision of: Multicultural Peer Support Workers engaged in the delivery of the program

Internal liaison: All personnel/staff/practitioners

Award: Health Professional and Support Services Award (HP level 3)

External liaison: Older adults and their carers and families; external agencies and aged care services, government, NGO and private health and aged care, social and community services

KEY DUTIES & RESPONSIBILITIES

a. Individual

- Receive referrals to the group program
- Conduct individual assessment
- Liaise and collaborate with carers, family members and other professionals involved in client's care
- Collect pre and post data
- Document client information

b. Group program coordination and delivery

- Marketing and promotion of the program
- Book guest speakers, catering, equipment and any other needs
- Liaise with the venue and venue staff
- Book Multicultural Peer Support Workers and brief them on tasks to be completed at the group program
- Arrange the transport logistics for group participants
- Deliver the group program in a safe, culturally inclusive and age appropriate way
- Document group attendance and feedback

c. Health Promotion

- Provide education and strategies for healthy ageing, independence and mental wellbeing
- Identify participant need trends and initiate group activity responses



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- d. Safety and Quality
 - Practice duty of care including meeting practice standards and accountability
 - Provide cultural safety
 - Ensure all group aspects and activities are delivered in a safe manner that is appropriate and accessible for the age group

- e. Customers and Service
 - Contribute to a welcoming, culturally inclusive and non-judgmental environment
 - Treat clients with respect and dignity and in a culturally respectful manner

General Responsibilities of All Staff

- Comply with the World Wellness Group's Code of Conduct, as well as any Code of Conduct of your professional association
- Comply with confidentiality requirements of World Wellness Group, as well as the Privacy Act 1988 (Cth) regarding client information, taking particular care that the information of clients may be highly sensitive in nature
- Comply with ethical and legal requirements of both the Commonwealth and Queensland equal opportunity and anti-discrimination laws (including the Anti-Discrimination Act 1991 (QLD), Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975 (Cth), Disability Discrimination Act 1992 (Cth) and Age Discrimination Act 2004 (Cth)) by treating staff and clients with respect and without bullying and/or harassment
- Deliver effective use of World Wellness Group's resources within level of responsibility of your position

Occupational Health and Safety

- Comply with Work Health and Safety Act 2011 (QLD) duties by maintaining a safe working environment for yourself, ensuring you do not put yourself at risk of harm or injury
- Maintaining a safe and supportive working environment to protect others (staff, volunteers or clients) at risk of harm or injury
- Exercise judgement about the behaviour of clients to ensure they do not put themselves or others (staff, volunteers or clients) at risk of harm or injury

KNOWLEDGE, SKILLS, AND ABILITIES

Applicant requirements

a. Essential

Tertiary qualifications in health promotion, social work, community/human services and experience in working with CALD people:



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- Experience delivering group programs, preferably in a multicultural setting
- Ability to conduct individual assessment and respond to individual needs within a group setting
- Experience working with older adults and knowledge of the aged care system
- Ability to effectively communicate and promote good interpersonal relationship internally and externally and particularly with people from diverse cultural backgrounds
- Ability to communicate with clients from diverse cultural backgrounds with respect and without judgement

b. Desirable

- Previous experience in a cross-cultural setting particularly in aged care
- Language(s) other than English – prefer Spanish, Cantonese, Punjabi

Hours of work

Part-time temporary for 12 months.

Documents Required:

- Provide copies of Blue Card and Police clearance certificate. - link: <https://www.bluecard.qld.gov.au/applications/applications.html> and National Police Certificate link:- <https://www.police.qld.gov.au/corporatedocs/purchase/national-police-certificate/>
- Copy of qualifications and professional registration if applicable
- Driver's license



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Applicant acknowledgement:

I have read and understood the position description and personal requirements/capabilities that are attached to this position. I declare that I am capable and willing to meet the requirements as indicated and acknowledge the requirements to maintain such capabilities whilst performing this position.

Name: _____

Signed: _____ Date: ____ / ____ /
20__