

Title: Leader of Group and Community Programs

Position Description No:	173 01	Recruitment No:	
Position Based In:	Bendigo	Tenure:	Contract until 31 December 2027
Relevant Award:	Social, Community, Home Care and Disability Services Industry Award 2010 Level 4		

1. The Organisation

Golden City Support Services (GCSS) is a not-for-profit, community-based organisation that supports people with disabilities and individuals recovering from mental illness. Since 1979, GCSS has worked to empower individuals to live as equal citizens, develop independence, pursue personal ambitions, and enjoy meaningful relationships within inclusive communities.

2. The Role

The Leader of Group and Community Programs is responsible for the coordination, development, implementation and continuous improvement of GCSS group-based supports and community programs.

This is a new role which oversees current and future group programs, ensuring participants receive high-quality, engaging and person-centered support that align with GCSS practice frameworks, values and strategic objectives.

GCSS is introducing new targeted programs in 2027 for school leavers with disability. These programs are a mix of social, arts and technology groups with the opportunities and intention to build capacity for individuals.

Noting existing programs will continue to be coordinated by the current incumbent for the first six months to enable an appropriate transition and to ensure adequate resource for start-up of new programs.

The Leader of Group and Community Programs is responsible for coordinating participant enrolments, workforce allocation, program content, operational planning and outcome measurement. The role works collaboratively with participants, support workers, families, community partners, schools and other stakeholders to ensure programs operate efficiently and deliver meaningful outcomes.

A key component of the position is direct service delivery. In the early stages of this program the Leader of Group and Community Programs will facilitate and deliver one or more group programs and will be included in staffing ratios for approximately 50% of their working time. This may be subject to change in the future depending on the interest and uptake of these new supports.

Through active participation in program delivery, the Leader will model effective support practices and maintain direct connections with participants and frontline staff. The leader will importantly work with current students in schools to transition to these pre-work programs post school.

The Leader of Group and Community Programs forms part of the GCSS Practice Leadership Group and contributes to the implementation and continuous improvement of organisational practice frameworks across group-based services and community programs.

3. Role Specific Responsibilities

Program Coordination and Delivery

- Coordinate the day-to-day operation of GCSS group programs.
- Manage participant enquiries, enrolments, attendance and program records.
- Coordinates transition from school to GCSS
- Develop and maintain program schedules that meet participant goals and organisational requirements.
- Ensure program activities align with participant interests, aspirations and NDIS goals.
- Monitor participant engagement and outcomes to support continuous improvement.
- Facilitate and deliver group-based support and activities.
- Ensure programs are delivered in accordance with participant plans and service agreements.
- Design- where practicable the content of the program (based on current technical expertise)

Workforce Coordination

- Coordinate staffing requirements for group programs.
- Assist with workforce planning to ensure adequate staffing levels and skill mix.
- Provide day-to-day guidance and support to staff working within programs.
- Support onboarding and orientation of new staff within group programs.
- Model best practice approaches in participant support and program facilitation.
- Identify workforce development needs and provide feedback to management regarding training and support requirements.

Practice Leadership

- Participate as a member of the GCSS Practice Leadership Group.
- Promote the consistent application of the GCSS Practice Framework across all group programs.
- Support implementation of Person-Centred Active Support, Positive Behaviour Support and other practice approaches adopted by GCSS.
- Provide coaching and guidance to staff regarding program delivery and participant engagement strategies.
- Contribute to practice improvement discussions and service development initiatives.
- Support reflective practice activities and encourage continuous learning amongst staff.

Quality and Continuous Improvement

- Monitor program quality, participant feedback and service outcomes.

- Maintain accurate records and reports relating to participation, outcomes and program performance.
- Assist with quality reviews, audits and continuous improvement activities relevant to group programs.
- Identify opportunities to improve program effectiveness, participation and community inclusion outcomes.

Support compliance with NDIS Practice Standards, organisational policies and funding requirements.

Stakeholder Engagement

- Build and maintain positive relationships with participants, families, schools and external stakeholders.
- Collaborate with community organisations to develop opportunities for participant engagement and inclusion.
- Work closely with internal teams to ensure coordinated support across services.
- Represent GCSS professionally in meetings, community events and stakeholder interactions relevant to group programs.

Program Development and Growth

- Contribute to the design and development of new group-based programs and service offerings.
- Identify emerging participant needs and opportunities for program expansion.
- Assist with pilot projects and innovative service initiatives.
- Collect and review outcome data to inform future program planning and development.
- Support the ongoing sustainability and growth of group services at GCSS.

4. The Person

The successful Leader of Group and Community Programs will:

- Demonstrate a commitment to person-centred and strengths-based practice.
- Have experience coordinating group activities, facilitating school leaver programs or disability support services. Experience with younger cohort of people with disability is an advantage
- Be capable of balancing direct support responsibilities with operational coordination duties.
- Be able to organise resources, participants and staff effectively.
- Display initiative and problem-solving skills.
- Have strong communication and interpersonal skills.
- Build positive relationships with participants, families and stakeholders.
- Demonstrate an ability to coach and support colleagues through positive role modelling.
- Maintain attention to quality, compliance and participant outcomes.
- Be adaptable and able to respond to changing operational requirements.

5. General Workplace Requirements

All GCSS employees must commit to the following requirements as a condition of their employment:

- Follow all GCSS policies and procedures.
- Operate ethically and in accordance with the GCSS Code of Conduct.

- Comply with all applicable Commonwealth and Victorian legislation.
- Follow GCSS Occupational Health and Safety requirements and safe systems of work.
- Maintain confidentiality regarding participants, staff and organisational information.
- Participate in quality assurance and accreditation activities.
- Complete all required GCSS training.
- Successfully complete probationary requirements.
- Maintain a satisfactory National Police Check.
- Maintain a valid NDIS Worker Screening Clearance.
- Hold a current Victorian Driver Licence.
- Be legally entitled to work in Australia.

6. Selection Criteria

6.1 Position Specific Criteria

Essential

Program Coordination

- Experience coordinating community, disability, recreation, educational or group-based programs.
- Demonstrated ability to organise activities, schedules, resources and participant supports.

Participant Outcomes

- Experience supporting people with disability, mental health challenges or other support needs.
- Demonstrated commitment to person-centred approaches and participant inclusion.

Workforce Support

- Experience providing day-to-day guidance and support to support workers or program staff.
- Ability to work collaboratively and positively influence team performance.

Communication and Stakeholder Engagement

- Strong written and verbal communication skills.
- Ability to develop productive relationships with participants, families and community stakeholders.

Quality and Continuous Improvement

- Understanding of NDIS principles, practice standards and quality requirements.
- Ability to contribute to service improvements and outcome measurement.

7. Key Performance Indicators

- Group programs operate within planned staffing and resourcing allocations.
- Content of programs are designed
- Participant enrolments and attendance records maintained accurately.
- Outcome reports for “capacity building” are managed and timely.
- Minimum 50% of rostered hours spent facilitating or directly supporting group programs.
- Positive participant satisfaction and engagement outcomes.
- Program reporting completed within required timeframes.
- Practice framework consistently implemented across group programs.
- Contribution to development and implementation of new group program opportunities.

7. Other Relevant Information

- The salary for this position will be based on a **SCHADS Award Level 4 Social and Community Services Employee** classification.
- Reasonable additional hours may be required from time to time.
- Salary packaging is available.
- Employment is subject to a six-month probationary period.
- Golden City Support Services is a smoke-free workplace.