

## Residential Support Officer

**Award/Agreement** Non-Award

**Responsible to** Residential Operations Manager

**Summary of role** In accordance with the purpose and values of Resthaven the Residential Support Officer will work collaboratively with the Residential Operations Manager (ROM) and Manager Residential Services (MRS) to undertake and provide appropriate support consistent with the strategic objectives of Resthaven to ensure ongoing continuous improvement and compliance with relevant aged care legislation.

**Reporting lines** Manager Residential Services

**Other role requirements** Some travel between sites may be required.

### **Key Responsibilities and Duties**

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

#### **Feedback Management:**

- In consultation with the manager and site staff, facilitate increased capturing of feedback, compliments and complaints from residents, families, and staff.
- Ensure all feedback is documented into Resthaven electronic system (Switchboard) in accordance with Resthaven's policies and procedures.
- Ensure records of all feedback, compliments and complaints are filed appropriately with supporting evidence to demonstrate the feedback has been addressed.
- Review compliments and complaints ensuring open disclosure process was followed and any trends are identified.

#### **Continuous Improvement:**

- In collaboration with the manager maintain the Continuous Improvement (CI) plan live and up to date, aligning improvements with regulatory standards and organisational goals.
- Collate CI opportunities identified through Serious Incident Response Scheme, audit results and complaints to ensure documented in the CI plan
- Work with site manager and to ensure evidence to support improvements are collated and available.

#### **Compliance and Documentation**

- Collate and maintain evidence supporting the feedback loop to prepare for ACQSC (Aged Care Quality and Safety Commission) visits, ensuring all documentation is accurate and readily accessible.

**Audit follow up:**

- Support site management to identify improvement opportunities as a result of corporate audits and ensure findings are integrated into the CI plan.
- Support site management team to collate, monitor and track site specific process audits.

**Work Health and Safety System:**

- In consultation with the manager and site staff, facilitate increased capturing of hazards and staff incidents.
- Ensure all Hazards and staff incidents are documented into Resthaven electronic system (Skytrust) in accordance with Resthaven's policies and procedures.
- Ensure records of all hazards and WHS incidents are filed appropriately with supporting evidence to demonstrate the hazard/incident has been addressed.
- Provide assistance where possible with work site inspections.
- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe workplace through involvement in the implementation of safe work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Monitor WHISM schedule and action as required.

**Quality and Work Health Safety Meetings:**

- Schedule, prepare for, and facilitate Quality and Work Health Safety (WHS) meetings, including preparation of incident and hazard reports.
- Take detailed minutes during these meetings and follow up on action items as required.
- Ensure meeting minutes are published.

**Skills and Qualifications:**

- Proven experience in a similar role within the aged care or healthcare sector preferred.
- Understanding of regulatory requirements and quality standards relevant to aged care services.
- Strong organizational and communication skills with the ability to engage effectively with residents, families, and staff.
- Attention to detail and proficiency in documentation and record-keeping.
- Ability to work collaboratively in a team environment and independently when required.
- Commitment to continuous improvement and ensuring high standards of care and service delivery.

**Privacy and Confidentiality**

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure, at all times.

- Maintaining a duty of confidentiality to all residents, clients, volunteers, students, and staff.
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
  - business or operational interests.
  - methodology and affairs,
  - financial information; and
  - anything else that is notified as being confidential.

Other duties as directed by the Residential Operations Manager, commensurate with classification and training.

### **ESSENTIAL CRITERIA**

- Proven experience in IT systems administration, including experience with Microsoft Office suite.
- Strong technical skills in operating and database management.
- Exceptional problem-solving abilities and attention to detail.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.
- Ability to work in a safe manner in accordance with Resthaven Work Health and Safety policies and procedures.

### **DESIRABLE CRITERIA**

- Experience working in Aged Care.
- Experience in working with quality systems.
- Knowledge of current Aged Care standards.
- Knowledge of the Retirement Villages Act.
- Experience in research and service development in relation to provision of aged care services.
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Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Executive Manager Residential Services

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Employee