

Uniting AgeWell Position Description

Position Information

Position Title:	Lifestyle Assistant	
Division/Department:	Lifestyle	
Reporting to:	Lifestyle Coordinator	
Enterprise/Individual Agreement:	As per employment contract	
Classification/Grade:	As per employment contract	
Location:	As per employment contract	
Employment Status:	As per employment contract	
Resource Management	Direct Reports:	Indirect reports:
Key Relationships:	Internal: <ul style="list-style-type: none"> • Uniting AgeWell Staff • Nursing and Personal Care staff • Residents and their representatives • Volunteers • Hospitality Staff • Therapy and ancillary staff 	External: <ul style="list-style-type: none"> • Community Organisations, Suppliers and Service Providers
Position Specific Credentials, Qualifications & Experience	<ul style="list-style-type: none"> • A minimum of Cert III in Individual Support or equivalent • Evidence of further education/studies relevant to activities therapy or allied health related areas • Experience and knowledge in delivering lifestyle programs in residential aged care with a commitment to high standards of care for residents and their families • Capacity to contribute to the planning, implementation, evaluation and documentation of activity therapy programs • Capacity to have an understanding of and ability to support compliance with Aged Care Standards, ACFI requirements, OH & S, Food Safety and other professional and legislative requirements • Intermediate computer skills • Capacity to effectively manage competing priorities and meet deadlines • Willingness and flexibility to attend occasional events outside of normal working hours • Capacity and ability to drive a 12 seater bus (desirable) • Current first aid certificate is desirable • A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement • Working With Children Check (VIC) or Registration to work with Vulnerable People (TAS) • Driver's License (if required) • An obligation to have an annual vaccination(s) as per our vaccination policy • Capacity and willingness to travel throughout Victoria and Tasmania as required 	



Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long and proud history of providing residential and community services for older Australians across Victoria and Tasmania. Through a diverse range of integrated service options, we aim to provide our customers with continuity of care, enabling them to live well with choice and peace of mind. Services include independent retirement living, home care, social support, allied health and therapy programs, respite and carer support and residential care communities.

Our Vision

A national leader, creating thriving and inclusive communities where innovative, high quality aged care services are delivered with respect and kindness.

Our Purpose

Uniting AgeWell strives to create and deliver innovative, high quality and accessible services to people through their ageing journey. In doing this, we address the physical, cognitive, emotional, social and spiritual wellbeing of those to whom we provide care and support.

We build our services from a foundation of research, education, partnership and respect, enabling us to better understand the needs and aspirations of our customers and their families and friends.

We celebrate and value the diversity of our communities, staff and volunteers.

Our Workplace Culture and Values

At Uniting AgeWell we provide a workplace culture based on the **BEST** philosophy – **Believe, Excel, Support and Trust** – underpinned by **our values of Kindness, Respect, Integrity, Innovation and Inclusion**, and our Customer Service Charter and Promise to shape and inform all that we do.

More information can be found on the Uniting AgeWell website www.unitingagewell.org

Position Purpose

The Lifestyle Assistant will support the Lifestyle Coordinator with the implementation and evaluation of 'Person Centered' activity therapy programs for residents which meet their individual needs and preferences. Working within a multidisciplinary team, undertaking 'Person Centered' activity therapy programs with residents, the Lifestyle Assistants will be responsible for escalating any changes in residents' conditions, observations and concerns to the Registered Nurse, assist with assessments of residents cultural, recreational and leisure needs and lifestyle interests and to participate with the Lifestyle Coordinator in the development of Consumer Directed programs and individual care plans for residents that supports and enhances their wellbeing.

This role will help to promote and participate in quality activities, and provide outstanding customer service maintaining friendly, supportive and professional relationships with residents, their relatives and friends. Lifestyle Assistants will support colleagues by sharing knowledge and expertise.

You will play an active role with the Uniting AgeWell team, participating in building a community based culture that fosters a spirit of the **BEST** way of life, supporting our people to be their best, give their best and help our community to live their best.

Uniting AgeWell Strategic Plan and Clinical Governance Framework



All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and purpose.

Strategic Priority 1: Our customers are at the heart of everything we do

Strategic Priority 2: We are an employer of choice

Strategic Priority 3: We are sustainable

Strategic Priority 4: We are proudly an expression of the Uniting Church

Strategic Priority 5: We are a learning organisation

Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be Achieved
<p>Residential Care</p> <ul style="list-style-type: none"> To undertake activity therapy programs with residents To demonstrate a positive, enthusiastic and passionate attitude and ensure the residents are at the centre of all decision making To assist with the implementation of activities therapy programs for residents, in conjunction with the Lifestyle Coordinator and as a member of the resident care team To assist with assessments of residents cultural, recreational and leisure needs and lifestyle interests To participate with the Lifestyle Coordinator in the development of individual care plans for residents To participate with the Lifestyle Coordinator to translate residents needs and preferences into a range of therapeutic activities in conjunction with 	<ul style="list-style-type: none"> High quality activity therapy programs and documentation is delivered in accordance with professional and legal requirements and organisational policies, and residents and / or their representatives contribute to planning and evaluating care outcomes To follow Uniting AgeWell Lifestyle specific processes and guidelines ensuring consistent service and support is delivered To maintain effective communication with the Lifestyle Coordinator, Registered Nurses and other staff regarding resident issues The living environment is clean, safe and, as far as possible, homelike and all equipment is appropriate for use and maintained to good order and equipment and other resources are utilised efficiently Any issues of concern are reported regarding the safety and security of the internal and external physical environment to the Registered Nurse



<p>the Registered Nurse</p> <ul style="list-style-type: none"> • To contribute to the ongoing evaluation of residents individual care plans and activities therapies programs • To support the involvement of other staff and volunteers in activities therapy programs and monitor weekly timetables to ensure that residents “out of hours” needs are met • To monitor residents changing abilities and interests and provide access to a wide variety of activities and experiences • To identify training needs for self and other staff in relations to residents’ activities, recreational and lifestyle support needs • To report on the quality and appropriateness of equipment used to support activities therapy programs. Identify opportunities to enhance the ambiance and prosthetic effects of the environment • To assist in the trial of new developments and innovative approaches to weekly activities therapy programs 	<ul style="list-style-type: none"> • To participate in staff meetings and staff training programs, as appropriate
<p>Person Centered care</p> <p>Working collaboratively within a multi-disciplinary team and with our staff and customers to provide an environment that supports peoples’ physical, emotional, social and psychological needs</p> <ul style="list-style-type: none"> • Engage in communication with customers and their families to understand and evaluate the customer experience at UA • Promote person centred and directed care through the activities and education run through the Quality Unit • Escalate any observations or concerns regarding the residents/clients health, safety and well-being appropriately and in a timely manner • Capacity to work effectively with all parts of the organisation including senior managers, care managers, team leaders and staff in implementing change and managing critical incidents • Good communication, problem solving, influencing and negotiation skills, including the capacity to facilitate resolutions of complaints 	<ul style="list-style-type: none"> • Person Centred Care is delivered within the scope of the LSA role including but not limited to the delivery of activity therapy programs with the Lifestyle Coordinator in accordance with their care plan that supports the individual’s needs and lifestyle preferences • Any change of request outside of the current activity therapy program is escalated to the Lifestyle Coordinator and Registered Nurse for review and recorded including any changes or concerns as soon as practicable (within shift) • Liaise with the Residential Services Manager regarding any special requirements for residents such as during an illness • All documentation related to a residents Person Centred Care are regularly updated and significant changes communicated at handover to ensure the high standard of Person Centred Care is maintained
<p>Customer Experience</p> <p>At Uniting AgeWell, the quality of life and experience of our customers is at the heart of everything we do. We are committed to the provision of excellent customer service to all of our people, clients and stakeholders including residents and external suppliers, this is outlined in our</p>	<ul style="list-style-type: none"> • Residents and clients are treated with respect and dignity • Clients and residents are receiving person –centred and goal directed care in accordance with care plans



<p>Customer Promise, Customer Charter, the UA values and BEST philosophy</p>	<ul style="list-style-type: none"> Resident and client service satisfaction surveys within agreed targets Issues/complaints are resolved in a timely manner and escalated for further action where required
<p>Employee Experience</p> <p>Leading and supporting each other to be their BEST, give their BEST and help our community live their BEST</p> <p>To adhere to the BEST way of life in our daily work practices</p> <p>Believe we can make a difference everyday</p> <ul style="list-style-type: none"> Be committed to making a difference to the people we support and our community <p>Excel by improving the way we work and partner with others to share & gain wisdom</p> <ul style="list-style-type: none"> To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things Participate in learning and development aligned with our BEST, Values and Customer Promise and Charter <p>Supporting our people and valuing their contribution, experience and differences</p> <ul style="list-style-type: none"> Support each other to adhere to the BEST way of life <p>Trusting in our relationships to build strong and collaborative partnerships</p> <ul style="list-style-type: none"> To create a workplace culture of trust 	<ul style="list-style-type: none"> The BEST way of life is evident in the individual's daily contribution in the work place. Improvement in service delivery for residents and clients Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices Cohesive and supportive team cultures is embedded A commitment to diversity and inclusion and living the Uniting AgeWell values Promote a culture of continuous learning All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management The BEST way of life is evident in the way we practise our learnings and support and mentor others. Support others by sharing learnings demonstrating and implementing best practise
<p>Health and Safety</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students</p> <ul style="list-style-type: none"> Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Present at work fit for the physical and mental demands of your role Take reasonable care for your own safety, the safety of your employees, colleagues and clients To attend and support staff meetings and staff training programs 	<ul style="list-style-type: none"> To remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with food handling regulations Adhere to Uniting AgeWell OHS policies, protocols and safe work procedures Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe Mandatory training completed within organisational determined timeframe and as directed by the site RSM
<p>Quality, Compliance & Risk Management</p> <p>Uniting AgeWell strives to provide the highest quality care for each and every customer. For the purpose of UA's framework, high quality care is defined as care that is 'Responsive, Integrated, Safe and Effective' (RISE)</p> <ul style="list-style-type: none"> To maintain an understanding of the Aged Care 	<ul style="list-style-type: none"> Compliance with the Aged Care Quality Standards and legal obligations To adhere to the policies and procedures of the organisation



<p>Quality Standards; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities</p> <ul style="list-style-type: none"> • To identify and report high impact- high prevalence clinical risks, ensuring that customer choice is considered and they are informed and supported in choice and decisions • To work within the Clinical Governance Framework, as applicable 	<ul style="list-style-type: none"> • To participate in audits/quality reviews as required or as directed • Care and services provided are designed and delivered to minimise risk
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Other Duties & Requirements of the Position

<p>Other Duties</p>	<ul style="list-style-type: none"> • Other reasonable duties as requested from time to time, completed effectively and within given time frames
<p>Requirements</p>	<ul style="list-style-type: none"> • Capacity and willingness to work within the ethos of the Uniting Church in Australia • Dignity, Privacy and Confidentiality: To ensure that the personal dignity and privacy of all residents / clients, their representatives and other staff are maintained, and that all interactions with resident/clients and their representatives are treated confidentially • Professional Boundaries are to be adhered to at all times • Work in accordance with the UA Code of Conduct, all UA workplace policies and guidelines, our BEST philosophy, UA Values and our Customer Promise and Charter to understand and deliver the philosophy of care of UA as expressed in the organisation's Objectives, Vision, and Values • Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes



Employee Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	May 22	Developed by P&C Reviewed by Recruitment – P&C