

## Uniting AgeWell Position Description

### Position Information

<b>Position Title:</b>	Occupational Therapist	
<b>Division/Department:</b>	As per employment agreement	
<b>Reporting to:</b>	As per employment agreement	
<b>Enterprise/Individual Agreement:</b>	As per employment agreement	
<b>Classification/Grade:</b>	As per employment agreement	
<b>Location:</b>	As per employment agreement	
<b>Employment Status:</b>	As per employment agreement	
<b>Resource Management</b>	<b>Direct Reports:</b>	<b>Indirect reports:</b>
<b>Key Relationships:</b>	<b>Internal:</b> UA Staff, Health Professional, Project Lead, Operations Manager, Clients and their representatives, Volunteers, Therapy and ancillary staff	<b>External:</b> Other Health Professionals Community Organisations Suppliers
<b>Position Specific Credentials, Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Recognised tertiary qualifications in Occupational Therapy and current registration with the Australian Health Practitioner Regulation Agency</li> <li>• Demonstrated experience in working within a multidisciplinary team</li> <li>• Advanced clinical skills in managing a caseload using a person-centred approach</li> <li>• Well-developed time management skills with the ability to prioritise effectively</li> <li>• Understanding of client confidentiality and information privacy</li> <li>• Experience in quality systems and risk management in the Aged Care or Health Sectors</li> <li>• Ability to work effectively both independently and as a team member</li> <li>• Well-developed interpersonal and verbal communication skills, with a friendly, professional manner</li> <li>• A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement</li> <li>• Working With Children Check (VIC) or Registration to work with Vulnerable People (TAS)</li> <li>• Driver's License (if required)</li> <li>• An obligation to have an annual vaccination(s) as per our vaccination policy</li> <li>• Capacity and willingness to travel throughout Victoria and Tasmania as required</li> </ul>	



## 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](http://www.unitingagewell.org)

## Position Purpose

The Occupational Therapist is responsible for the provision of relevant therapy services that are respectful and reflective of the goals and priorities of the clients, including:

- 1:1 home based individual support
- Support through the use of social media and virtual platforms
- Centre based individual and group programs

The Occupational Therapist will be required to deliver services to clients that meet their goals and priorities when and how they are requested.

The Occupational Therapist will liaise with the Operations Manager to determine the strengths, abilities and care needs of clients and ensure all clients have an up to date assessment and service plan to support their participation in the program.

Promote and participate in quality activities, and provide outstanding customer service maintaining friendly, supportive and professional relationships with clients, their relatives and friends. Support colleagues by sharing knowledge and expertise.

You will play an active role with the UA 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.



<b>All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and purpose.</b>
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><b>Clinical Skills</b></p> <ul style="list-style-type: none"> <li>• Model a person-centred approach with clients and carers</li> <li>• Complete assessments using a range of assessment tools/ frameworks according to departmental and professional standards</li> <li>• Develop and implement a treatment/ intervention plan, including individual support based on clinical assessment and evidence based practice</li> <li>• Deliver OT services and therapy in home, centre or community environments</li> <li>• As a member of a multidisciplinary team, contribute to the overall management of clients</li> <li>• Arrange the provision of aids/equipment necessary for optimum function and independence of the client</li> <li>• Review clients progress towards goals and participate in service completion planning in collaboration with other members of the team</li> <li>• Undertake home visits as required</li> <li>• Provide advice and information to the clients and their representative(s) and referral source regarding the therapy plan and clients' progress</li> <li>• In conjunction with the client and their representative(s) develop discharge plans, making referrals to other community programs, as required</li> <li>• Complete all documentation in a timely, accurate manner in accordance with the departmental and organisational standards</li> </ul>	<ul style="list-style-type: none"> <li>• Care provision is based on person-centred care</li> <li>• Comprehensive and accurate assessments are undertaken for all clients</li> <li>• Individual plans, including goals and anticipated timeframes are developed for each client</li> <li>• Measure increases in wellbeing and reablement against annual goals through a formal review process</li> <li>• Clients are reviewed against the goals and timeframes of their care plans</li> <li>• Client discharge is planned and appropriate</li> <li>• Documentation is accurate and up to date</li> </ul>
<p><b>Supervision of Staff and Resources within the Allied Health Team</b></p> <ul style="list-style-type: none"> <li>• Work cooperatively with other Therapists</li> <li>• Supervise any work experience students or volunteers as approved by the Program Manager</li> <li>• Monitor department supplies and order additional materials and equipment within budget guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are appropriately supervised</li> <li>• Adequate equipment for program requirements are available for staff</li> </ul>
<p><b>Program and Service Development</b></p> <ul style="list-style-type: none"> <li>• Contribute to the ongoing development of the programs by participating in planning and reviewing services and programs</li> <li>• Plan, develop, implement and evaluate innovative therapy groups/ health promotion/</li> </ul>	<ul style="list-style-type: none"> <li>• The program(s) is/are regularly reviewed</li> <li>• Services provided are reflective of the community needs</li> <li>• The program(s) is/are promoted within the local</li> </ul>



<p>education programs designed to meet the identified needs of the individual client/ target group of clients, in conjunction with other team members</p> <ul style="list-style-type: none"> <li>• Consult, network and liaise with relevant external agencies</li> <li>• Contribute to UA policy development, working groups and specific taskforce groups where required</li> <li>• Participate in, and contribute to, site activities that foster the development of the local service profile and service delivery system</li> </ul>	<p>community sector</p>
<p><b>Person Centered care</b></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"> <li>• Engage in communication with customers and their families to understand and evaluate the customer experience at UA</li> <li>• Promote person centred and directed care through the activities and education run through the Quality Unit</li> <li>• Escalate any observations or concerns regarding the residents/clients health, safety and well-being appropriately and in a timely manner</li> <li>• 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</li> <li>• Good communication, problem solving, influencing and negotiation skills, including the capacity to facilitate resolutions of complaints</li> </ul>	
<p><b>Customer Experience</b></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 Customer Promise, Customer Charter, the UA values and BEST philosophy.</p>	<ul style="list-style-type: none"> <li>• Residents and clients are treated with respect and dignity</li> <li>• Clients and residents are receiving person – centred and goal directed care in accordance with care plans</li> <li>• Resident and client service satisfaction surveys within agreed targets</li> <li>• Issues/complaints are resolved in a timely manner and escalated for further action where required</li> </ul>
<p><b>Employee Experience</b></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><b>Believe we can make a difference everyday</b></p> <ul style="list-style-type: none"> <li>• Be committed to making a difference to the</li> </ul>	<ul style="list-style-type: none"> <li>• The BEST way of life is evident in the individual’s daily contribution in the work place.</li> <li>• Improvement in service delivery for residents and clients</li> <li>• Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices</li> </ul>



<p>people we support and our community</p> <p><b>Excel by improving the way we work and partner with others to share &amp; gain wisdom</b></p> <ul style="list-style-type: none"> <li>To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things</li> <li>Participate in learning and development aligned with our <b>BEST</b>, Values and Customer Promise and Charter</li> </ul> <p><b>Supporting our people and valuing their contribution, experience and differences</b></p> <ul style="list-style-type: none"> <li>Support each other to adhere to the <b>BEST</b> way of life.</li> </ul> <p><b>Trusting in our relationships to build strong and collaborative partnerships</b></p> <ul style="list-style-type: none"> <li>To create a workplace culture of trust</li> </ul>	<ul style="list-style-type: none"> <li>Cohesive and supportive team cultures is embedded</li> <li>A commitment to diversity and inclusion and living the UA values</li> <li>Promote a culture of continuous learning</li> <li>All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management</li> <li>The <b>BEST</b> 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</li> </ul>
<p><b>Health and Safety</b></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"> <li>Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace</li> <li>Present at work fit for the physical and mental demands of your role.</li> <li>Take reasonable care for your own safety, the safety of your employees, colleagues and clients</li> <li>To attend and support staff meetings and staff training programs</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>Adhere to Uniting AgeWell OHS policies, protocols and safe work procedures</li> <li>Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe</li> <li>Mandatory training completed within organisational determined timeframe and as directed by the site RSM</li> </ul>
<p><b>Quality, Compliance &amp; Risk Management</b></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"> <li>To maintain an understanding of the Aged Care Quality Standards; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities</li> <li>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.</li> <li>To work within the Clinical Governance Framework, as applicable</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with the Aged Care Quality Standards and legal obligations</li> <li>To adhere to the policies and procedures of the organisation</li> <li>To participate in audits/quality reviews as required or as directed</li> <li>Care and services provided are designed and delivered to minimise risk</li> </ul>



## Other Duties & Requirements of the Position

<b>Other Duties</b>	<ul style="list-style-type: none"><li>• Other reasonable duties as requested from time to time, completed effectively and within given time frames.</li></ul>
<b>Requirements</b>	<ul style="list-style-type: none"><li>• Capacity and willingness to work within the ethos of the Uniting Church in Australia</li><li>• 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</li><li>• Professional Boundaries are to be adhered to at all times</li><li>• 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.</li><li>• Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes.</li></ul>



### 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