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## SA Health Job Pack

Job Title	Wellbeing and Restorative Care Manager
Eligibility	Open to Everyone
Job Number	860390
Applications Closing Date	2 May 2024
Region / Division	Aged Care
Health Service	Riverland Mallee Coorong Local Health Network
Location	Various
Classification	OPS4
Job Status	Ongoing Permanent
Salary	\$75,430 - \$79,070

## Contact Details

Full name	Robyn Lavrencic
Position	Nursing Director – Aged Care
Phone number	8862 1400
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## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Working with Children Check (WWCC) - **DHS**
- ☒ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

# Immunisation

## **Risk Category B (indirect contact with blood or body substances)**

*This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)*

## Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ↳ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ↳ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

## ROLE DESCRIPTION

<b>Role Title:</b>	Wellbeing and Restorative Care Manager
<b>Classification Code:</b>	OPS4
<b>Local Health Network:</b>	Riverland Mallee Coorong Local Health Network
<b>Hospital/ Service:</b>	Riverland Mallee Coorong Local Health Network
<b>Division:</b>	Nursing
<b>Role reports to:</b>	Nursing Director – Aged care
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Check
<b>Immunisation Risk Category:</b>	<input type="checkbox"/> Category A <input checked="" type="checkbox"/> Category B <input type="checkbox"/> Category C

## ROLE CONTEXT

### Primary Objective(s) of role:

- > The Wellbeing and Restorative Care Manager is responsible for developing, implementing and leading Lifestyle Coordinators & Lifestyle Officers in the delivery of a rights-based, relevant, dynamic, evidence based and best practice wellness, wellbeing and restorative program. The program incorporates a comprehensive range of health, wellbeing, and restorative activities in partnership with consumers to help them live the life they choose.
- > Responsible for the planning, development, coordination, and implementation of a consistent 'one service' sustainable and comprehensive wellness, wellbeing and restorative program across the Local Health Network.
- > Lead Lifestyle Coordinators, Lifestyle officers and workforce in programs that enhance wellness, wellbeing and restorative options for individuals and groups that are developed in partnership with them. These options will support consumers physical/functional, cognitive, social, emotional, spiritual, cultural, sensory and creative needs, choices and preferences to support their quality of life.
- > Provision of education, training and development to ensure Lifestyle Coordinators, Lifestyle officers and workforce have the knowledge and skill to ensure wellness, wellbeing and restorative programs meet contemporary and evidenced based best practices.
- > Provision of strong mentorship that reflects the values outlined within the Riverland Mallee Coorong Local Health Network (RMCLHN) strategic intent and that inspire all care partners in supporting all consumers to live their best life.
- > To cultivate and mature systems, practices and processes that support effective and robust governance and oversight so as to ensure effective of risk management and the delivery of safe and high quality of care within all wellness, wellbeing and restorative programs.
- > The Wellbeing and Restorative Care Manager supports all Lifestyle Coordinators, Lifestyle officers and workforce in the operationalization of planning, development and coordination of activities within each service which includes but is not limited to scheduling workloads, resolving operational problems and monitoring the quality of programs and staff.
- > Lead Lifestyle Coordinators, Lifestyle Officers and workforce to manage all wellness, wellbeing and restorative programs in accordance with RMCLHN values and policies and procedures.

#### Direct Reports:

- > Lifestyle Coordinators and Lifestyle Officers working in wellness, wellbeing and restorative programs across the Riverland Mallee Coorong Local Health Network

#### Key Relationships/ Interactions:

##### Internal

- > Reports to the Nursing Director - Aged Care and should consider guidance from other health care staff so as to ensure the highest quality of care for leisure and lifestyle program participants.
- > Works within a multi-disciplinary team framework, in collaboration with other health professionals, RMCLHN, SA Health and other government agencies.
- > Attends regular wellness, wellbeing and restorative programs networking meeting *both at RMCLHN and RSS levels*.

##### External

- > Establish and maintain working relationships with non-government agencies and service providers within the RMCLHN Network community.

#### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing diverse needs of Aged, CALD, vulnerable consumers and consumers with disabilities.
- > Expected to work with limited supervision and provide supervision to a small team of leisure and lifestyle professionals.

#### Delegations:

- > As per the LHN Human Resource Delegations and Authorisations and the LHN Financial Delegations.

#### Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

#### Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

**General Requirements:**

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > Work Health and Safety (WHS).
- > Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- > Keeping Them Safe Legislation (inclusive of Mandatory Notifier).
- > Disability Discrimination.
- > Code of Fair Information Practice.
- > Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

RMCLHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. RMCLHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

### Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police or from an accredited CrimTrac Provider for Aged Care Related Work, confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 (and pursuant to the National Disability Insurance Scheme - Practice Standards – Worker Screening Rules 2018) must obtain a satisfactory National Disability Insurance Scheme (NDIS) Worker Screening Check through the Department of Human Services (DHS) Screening Unit.
- > NPCs must be renewed every 3 years thereafter from date of issue.
- > WWCCs and NDIS Worker Screening Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > This position can be located within any service site across RMCLHN.
- > Some out of hours work may be required for which TOIL/flexitime may apply.
- > A current driver's licence and a willingness to drive government vehicles is essential.
- > Attendance at mandatory training session as determined by the organisation.
- > Must be an Australian resident or hold a current working visa.
- > Some intrastate/interstate travel involving overnight absences may be required.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Management and coordination for the improved health and wellbeing status of the Riverland Mallee Coorong community.	<ul style="list-style-type: none"> <li>&gt; Allocation of staff and determination of work priorities</li> <li>&gt; Supervision of <i>Lifestyle Coordinators</i> and <i>Lifestyle Officers</i> quality of service delivery</li> <li>&gt; Dissemination of information to <i>Lifestyle Coordinators</i> and <i>Lifestyle Officers</i> of appropriate procedures and safe work practises affecting the methods of service delivery</li> <li>&gt; Ensuring tools, materials and equipment are available, used efficiently and safely where appropriate and are properly <i>cleaned, stored and maintained</i></li> <li>&gt; Preparation and maintaining of records, incidents and feedback</li> <li>&gt; Overall leadership of wellness, wellbeing and restorative programs</li> <li>&gt; Exercise judgement and advise on matters requiring the application of skills and knowledge</li> <li>&gt; Assisting with on the job training of <i>Lifestyle Coordinators</i> and <i>Lifestyle Officers</i></li> <li>&gt; Supervision and evaluation of <i>Lifestyle Coordinators</i> and <i>Lifestyle Officers</i> assessment, implementation and evaluation of consumer goals and outcomes in conjunction with the consumer and their families/significant others.</li> </ul>
Contribute to the day to day technical skills and application.	<ul style="list-style-type: none"> <li>&gt; Develop, coordinate and evaluate a dynamic range of individualised and group focussed activities based on consumers choices and preferences</li> <li>&gt; Lead <i>Lifestyle Coordinators</i> and <i>Lifestyle Officers</i> in delivery of lifestyle programs, deploy and supervise staff in delivery of program activities</li> <li>&gt; Collaborate with peers to develop local procedures and work instructions relevant to aged care services, <i>including activity instructions and activity risk assessments</i></li> <li>&gt; Support to maintain the environment for safe delivery of programs</li> <li>&gt; Collect and record data for use in identification of individual consumer's needs/choices/preferences</li> <li>&gt; Assist in the assessment of individual consumers</li> <li>&gt; Assess/audit and report program delivery evaluation, in pursuit of continuous improvement opportunities.</li> </ul>
Contribute to the determination of intervention priorities.	<ul style="list-style-type: none"> <li>&gt; Gather and process data and information by participating in meetings and case consultations.</li> </ul>

Consumer Service	<ul style="list-style-type: none"> <li>&gt; Treat all consumers with respect, be responsive to their needs, and act on opportunities to improve the quality of consumer service.</li> <li>&gt; Promote cultural safety by valuing &amp; promoting the cultural needs of the community.</li> <li>&gt; Apply rights based approach practice and community engagement principles in the provision of services, ensuring consumers are meaningfully involved and partner with them in all aspects of their care.</li> <li>&gt; Provide education and advocacy to consumers and/or their families/significant others.</li> <li>&gt; Support consumers and/or their significant others to relevant resources and services to assist in health &amp; wellbeing literacy and informed decision making.</li> <li>&gt; Utilise service eligibility and prioritisation frameworks to inform work plans and services in accordance with the needs of the consumer and/or their families/significant others and community.</li> <li>&gt; Establish networks and work collaboratively with key stakeholders in RMCLHN to improve consumer outcomes and support prevention and early intervention.</li> </ul>
Administration and Documentation	<ul style="list-style-type: none"> <li>&gt; Comply with organisational requirements for the accurate and timely completion of documentation and statistics.</li> <li>&gt; Contribute to the review, development and adaptation of material resources to support the wellness, wellbeing and restorative program.</li> <li>&gt; Prepare reports which incorporate recommendations on straight forward operations.</li> <li>&gt; Identify, report and address any workplace safety issues</li> <li>&gt; Reporting of unsafe or unprofessional behaviours or conduct to Director of Nursing, Nurse Unit Manager, Team Leader or Program manager or Nursing Director – Aged Care.</li> <li>&gt; Appropriately identify, use and apply relevant policies, procedures, reporting and documentation systems.</li> <li>&gt; Competently utilise the Microsoft Office suite of software, Email and Internet in fulfilling the requirements of the role</li> <li>&gt; May be required to undertake projects or assignments of limited scope and complexity or contribute to a minor phase of a broader / more complex project.</li> </ul>
Teamwork and Communication	<ul style="list-style-type: none"> <li>&gt; Manage and prioritise personal workload, in collaboration with Nursing Director – Aged Care.</li> <li>&gt; Adopt a proactive approach to developing and maintaining contemporary knowledge and skills relating to program objectives.</li> <li>&gt; Work positively within a team, develop effective collaborative working relationships and contribute constructively to achieving team goals</li> <li>&gt; Communicate effectively with a range of people (both verbally and in writing)</li> <li>&gt; Contribute constructively and actively as a member of the multi-disciplinary team based.</li> <li>&gt; Promote effective workplace relations and practices.</li> <li>&gt; Develop, implement and promote effective communication techniques.</li> <li>&gt; Work effectively with people from a diverse range of backgrounds and cultures and co-workers.</li> <li>&gt; Actively participate in team meetings, as well as other meetings as required.</li> <li>&gt; Represent the aged care wellness, wellbeing and restorative programs on committees and working parties as required.</li> <li>&gt; Work effectively with other health professionals and services providers from other sectors.</li> </ul>



Continuous Improvement	<ul style="list-style-type: none"> <li>&gt; The duties of this position may be adapted to changing organisational requirements, as determined by ongoing service wide planning processes.</li> <li>&gt; Contribute to quality improvement programs and other organisational activities required to meet quality and safety of services and support Aged Care Quality Standards and National Standards.</li> <li>&gt; Contribute to the ongoing monitoring, evaluation and review of services.</li> <li>&gt; Proactively respond to consumer feedback both compliments, complaints and suggestions.</li> <li>&gt; Contribute to service development, through data collection, collation, analysis and the development of recommendations on basic operations.</li> </ul>
Personal and Professional development	<ul style="list-style-type: none"> <li>&gt; Maintaining professional and personal skills that reflect the values and purpose of the RMCLHN strategic intent.</li> <li>&gt; Attendance of mandatory training</li> <li>&gt; Developing positive communication networks</li> <li>&gt; Engagement in performance review processes.</li> </ul>

## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

- > Holds or is currently studying/eligible for Certificate IV in Diversional Therapy (or equivalent) or relevant AQF Certificate III

#### **Personal Abilities/Aptitudes/Skills**

- > Proven ability to effectively deal with conflict situations and to negotiate and advocate on behalf of consumers and workforce.
- > Proven ability to communicate both verbally and in writing to negotiate, liaise and work positively with families, colleagues and members of the community on a range of sensitive and complex issues.
- > Demonstrated use of initiative and an ability to determine workloads and meet deadlines.
- > Ability to promote and engage client cooperation in program initiatives
- > Ability to work effectively within a multidisciplinary team and contribute to the achievement of team goals.

#### **Experience**

- > Experience in providing comprehensive consumer consultation management.
- > Completed at least 24 months service experience in working in a lifestyle environment or equivalent.
- > Proven experience in exercising own judgement and initiative in the day to day execution of a position
- > Demonstrated experience in the provision of a direct care service in a health related field
- > Demonstrated experience in dealing with aged, frail or consumers with a disability
- > Proven experience in supervision of staff and/or volunteers
- > Previous experience in providing advice to employees on appropriate procedures and safe work practises
- > Experience in the use of computer packages eg Microsoft Word, Excel, Outlook.
- > Experience in delivery of activities programs for individuals or groups.

#### **Knowledge**

- > Knowledge and commitment to customer service principles.
- > An understanding of the Aged Care Quality Standards and National Standards and the legislative requirements of Risk Management, Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation.
- > Knowledge of funded aged care and disability programs.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- > Diploma in Dementia Care, and or an relevant Allied Health qualification
- > Current Senior First Aid Certificate

#### **Personal Abilities/Aptitudes/Skills**

- > Proven ability to act as an agent of change and influence behaviour.
- > Ability to advocate for staff and consumers and be responsive to consumer feedback
- > Demonstrated ability to share knowledge and skills effectively with others
- > Demonstrated ability to provide motivation and direction in achieving team goals
- > Demonstrated conflict resolution skills

#### **Experience**

- > Experience in the development and implementation of diversional therapy plans for aged or disabled consumers and in working with highly dependent people with multiple needs
- > Previous experience in provision of cognitive, social or physical programs for older or disabled persons
- > Experience in providing lifestyle programs in an aged care setting

# Organisational Context

## Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

## Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

## SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## Riverland Mallee Coorong Local Health Network:

The Riverland Mallee Coorong Local Health Network (RMCLHN) provides a wide range of public acute, community health care and residential aged care to consumers of the catchment area. The level and nature of these services is based on clinical need, service demand and government priorities.

RMCLHN aims to ensure healthier, longer and better lives for all South Australians through a comprehensive and sustainable health system. RMCLHN works to achieve these aims by strengthening primary health care, enhancing hospital care, reforming mental health care, improving the health and wellbeing of our Aboriginal and Torres Strait Islander people and providing a comprehensive range of aged care services to rural residents.

## Values

### RMCLHN Values

The values of RMCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > **Respectful -** We treat everyone as equals and value each other's sense of worth.
- > **Motivated -** We are driven to excel and provide the best quality care to our consumers and communities, when and where they need it.
- > **Compassionate -** We take care of others and act with kindness, empathy, patience and understanding, in all that we do.
- > **Consumer Focused -** We partner and collaborate with consumers, their families, carers and communities, to ensure the planning, delivery and evaluation of our health services is tailored to their needs.
- > **Accountable -** We are dedicated to fulfilling our duties and obligations as a public health service, and endeavour to act with honesty and integrity in all that we do.
- > **Resourceful -** We are agile, adaptable and able to deal skillfully, creatively and promptly with new situations and challenges
- > **Excellence -** We strive to continually improve and redefine processes, exceed standards and expectations, and deliver access to high quality contemporary care for people in our communities
- > **Service -** We serve people and our communities courteously, fairly and effectively

### Integrity Statement

As a public sector employee, you have the responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics, and contribute to a culture of Integrity within SA Health.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health and RMCLHN's vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of RMCLHN as described within this document.

**Name:**

**Signature:**

**Date:**