



ROLE DESCRIPTION

Role Title:	Lifestyle Program Coordinator- Southern Flinders
Classification Code:	OPS2 (P23636 0.64 FTE)
LHN/ HN/ SAAS/ DHA:	<input type="checkbox"/> Barossa Hills Fleurieu Local Health Network <input type="checkbox"/> Eyre and Far North Local Health Network <input type="checkbox"/> Flinders and Upper North Local Health Network <input type="checkbox"/> Limestone Coast Local Health Network <input type="checkbox"/> Riverland Mallee Coorong Local Health Network <input checked="" type="checkbox"/> Yorke and Northern Local Health Network
Hospital / Service / Cluster / RSS	Yorke & Norther LHN
Division:	Community & Allied Health
Department/Section / Unit/ Ward:	Healthy Ageing Team
Role reports to:	Mid North Lifestyle Programs Coordinator
Role Created/ Reviewed Date:	Reviewed 01/07/2022
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Workers Screening Check <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

- > Delivery of Day Program centre based activities for participants in the Commonwealth Home Support Program and other associated programs
- >

Direct Reports:

- > nil

Key Relationships/ Interactions:

Internal

- > reports to the Healthy Ageing Team Leader-Northern via the Mid North Lifestyle Programs Coordinator
- > works with other member of the team in supporting the wellbeing of consumers
- > member of the Positive Living Team meetings monthly

External

- > nil

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Managing a diverse group of aged, vulnerable and disabled clients
- > Working in a rural and remote area

Delegations:

- > nil

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:

Yorke & Northern LHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Yorke & Northern LHN 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 confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Day Program responsibilities	<ul style="list-style-type: none"> > Provide social support to Day Program participants in line with Commonwealth Home Support Program guidelines & other relevant guidelines > Plan, organise and provide diversional therapy for Aged Day Program participants in conjunction with the Diversional Therapist-Aged Care Day Programs Coordinator, Port Pirie campus > Assist case managers in the assessment of individual clients with identified needs > Ensuring prompt, courteous service is provided > Being responsive to telephone inquiries which include the identification of self and facility / department. > Deliver services in a culturally appropriate manner
Communication and Teamwork	<ul style="list-style-type: none"> > Effectively liaise with case managers or other appropriate staff and respond as required to needs identified for individuals or groups > Demonstrate the ability to work positively within a team and program area to achieve the goals/objectives of the program and team > Demonstrate an ability to lead, facilitate and contribute to various committees as required on a program, divisional and organisational basis. > Problem solve effectively and communicate with people from a diverse range of backgrounds > Participate in the orientation programs for new staff and volunteers > Promote and assist in the development of procedures which reflect the philosophy of the health service and the program > Attending staff meetings as required by the organisation > Promote the organisation and develop positive communication networks with appropriate personnel throughout government and private sector organisations
Administration and Documentation	<ul style="list-style-type: none"> > Maintain effective record keeping systems and the provision of statistical and other reports as required. > Collect service data for use in identification of individual client's special needs
Continuous Improvement	<ul style="list-style-type: none"> > Develop and participate in quality improvement programs and other health service activities to meet service, accreditation and national standards > Contribute to the ongoing monitoring, evaluation and review of services

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated problem solving skills.
- > Demonstrated ability to communicate effectively verbally and in writing with staff at all levels and a diverse range of people
- > Well-developed written and verbal communication skills.
- > Demonstrated ability to manage time effectively and prioritise tasks.
- > Well-developed interpersonal/customer service skills.
- > Negotiation and conflict resolution skills.
- > Ability to work autonomously and work as part of a team.

Experience

- > Demonstrated experience in the provision of a direct care service in a health related field.
- > Demonstrated experience in dealing with aged, frail or disabled persons.
- > Experience in office administration.
- > Experience in working within a team.
- > Competent use of Microsoft Office packages (Word, Publisher, Outlook, Excel, Access and Power Point).

Knowledge

- > Knowledge of Equal Employment Opportunity, Occupational Health Safety & Welfare and other relevant Legislation
- > Knowledge and commitment to customer service principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Management qualifications
- > Completed AQF Certificate III relevant to Aged Care

Personal Abilities/Aptitudes/Skills:

- > Ability to advocate for staff and clients and to 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

- > Proven experience in exercising own judgment 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 disabled persons.
- > Demonstrated experience in delivering aged day programs

Knowledge

- > Demonstrated knowledge of current community health volunteer program
- > Knowledge of Aged Care Standards.
- > Knowledge of Commonwealth Home Support Program.
- > Knowledge of National Disability Insurance Scheme

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 Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, 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.

Health Network/ Division/ Department:

Values

SA Health Values

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

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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.

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 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 SA Health as described within this document.

Name:

Signature:

Date: