Position Description ***Form no: 5.0.4***

POSITION:	LIFESTYLE/VOLUNTEER COORDINATOR	**PD No:** 5.1

Purpose:

Responsible for coordinating the planning, implementation and evaluation of the lifestyle program and the volunteer program to ensure these programs contribute to the quality and enjoyment of life for all residents.

Key Selection Criteria:

Mandatory Qualifications:

1. Diversional Therapy / Leisure and Lifestyle Qualification
2. First aid – Level 2 Certificate
3. Basic Food Handling Certificate

Essential KSC:

1. Experience in providing a lifestyle program within residential aged care
2. Planning, organisational, leadership, analytical and decision-making skills
3. Current Victorian Driver's Licence

Desirable KSC:

1. Current Victorian Bus license
2. Experience in volunteer coordination

Conditions of employment: According to the National Employment Standards, Eva Tilley Enterprise Agreement and Contract of Employment

Responsible to: Director Of Care

Main responsibilities:

- Assist with the recruitment, selection and appointment of lifestyle staff
- Responsible for the recruitment, selection and appointment of volunteers
- Maintains up to date information packs for potential and new volunteers and actively recruits volunteers
- Rostering of lifestyle program staff and volunteers
- Provides leadership and support to the lifestyle program staff and performance management such as; coaching and tool box training
- Plans, implements and evaluates the lifestyle program according to residents' needs and preferences, within an established program budget
- Coaches the lifestyle program staff in assessment, care planning, implementation and evaluation of individual residents' needs and preferences
- Ensures appropriate leisure, interests and activities resources are available for the lifestyle program
- Ensures good communication with residents and their representatives related to the lifestyle program for example; ensures monthly newsletters are provided and regular resident/representative meetings are conducted
- Conducts lifestyle staff meetings every second month
- Coordinates continuous improvement activities related to the lifestyle program including policy and procedure and practice review related to the leisure, interests and activity program and the volunteer program.

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Reporting requirements: Director Of Care

Performance appraisal: at 3 months, then annually by the Director Of Care or, as requested by employer/employee

Key Results Areas (KRAs) and performance criteria

1. CONDUCT

1.1 Demonstrates an acceptable personal presentation according to the Dress Code in the Staff Handbook

1.2 Demonstrates a positive attitude toward work such as; punctual, flexible, and enthusiastic toward undertaking a variety of tasks with a team approach

1.3 Demonstrates respectful language and manner toward residents and visitors.

1.4 Information related to a resident or staff member is at NO TIME communicated verbally, written or using social media with anyone other than the relevant staff member/s providing care/service.

1.5 Demonstrates expected standards of behaviour (below) toward work colleagues for all activities connected with work including, outside normal working hours, conferences, social functions, texting, email & using social media:

1. Be **polite** to each other
2. Treat each other with **dignity** and **respect**
3. Treat each other **honestly** and **fairly**
4. Have **tolerance** for difference
5. Work **together**
6. **Listen** and **respond** appropriately to others' point of view
7. Work **professionally** and **safely**

2. HEALTH & SAFETY

2.1 Participates in the risk management program and contributes to a safe work environment for self, other staff, and volunteers; and living environment for residents and visitors.

2.2 Reports immediately, any equipment or situation which has the potential to cause harm.

2.3 Participates in problem solving processes to resolve health and safety issues.

3. QUALITY IMPROVEMENT

3.1 Provides competent care/service in accordance with the organisation's documented policies and procedures, and legislative requirements relevant to role.

3.2 Participates in problem solving processes relevant to role

3.3 Completes an Improvement Form when there is an identified need to improve.

3.4 Actively participates in quality improvement activities such as: follow up of Improvement Forms, meetings, working parties, ongoing education, review of procedures, evaluation of new products and equipment and trend analysis.

4. KNOWLEDGE & SKILLS

4.1 Maintains own knowledge and skills through completing related skills and knowledge competency assessments, participation in in-service, tool-box training, and continuing education, including; mandatory training, reading notice boards regularly, newsletters and memos as distributed.

4.2 Membership of relevant professional group/s, association/s and or network group (recommendation only).

4.3 Annual training objectives completed following appraisal to ensure skills and knowledge to fulfil role.

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5. RESOURCE MANAGEMENT

5.1 Timely progress toward meeting relevant strategic plan objectives related to the lifestyle program

5.2 The roster reflects the staffing plan to enable the planned lifestyle program to be conducted

5.3 Effective stock control and purchasing of resources according to procedures and budget

5.4 Supplies and equipment are available at all times to provide the planned lifestyle program activities

5.5 Assists with the recruitment, selection and appointment of lifestyle staff

5.6 Provides lifestyle staff performance management: appraisal at 3 months, then annually, delegation, coaching according to procedures

5.7 Identified training needs at appraisal are integrated into the staff development program

5.8 Manages conflict and discipline according to procedures

5.9 Conducts effective lifestyle program meetings with staff and volunteers every second month.

6. LIFESTYLE PROGRAM - PROFESSIONAL CARE PRACTICE

6.1 A documented lifestyle program demonstrate a range of individual, group and community activities according to residents individual assessed mental physical, social, cultural and spiritual needs and preferences

6.2 Staff performance appraisals are conducted at three months then annually and identified training needs integrated into the staff development program.

6.3 Appropriate and timely follow up of exceptions to residents' lifestyle plans

6.4 Individual resident lifestyle plans are documented based on assessment information and 1-2 monthly evaluation of lifestyle plans in partnership with residents/representatives and nursing staff evident.

7. VOLUNTEER PROGRAM

7.1 Up to date information packs are available for potential and new volunteers

7.2 Evidence of active recruitment and participation in the selection, appointment, staff development and performance management of volunteers

7.3 Volunteer performance appraisals are conducted at three months then annually and identified training needs integrated into the staff development program.

8. QUALITY PROGRAM

8.1 Communication with residents and their representatives related to the lifestyle program is evident for example; monthly newsletters are provided and regular resident/representative meetings are conducted

8.2 Continuous improvement activities related to the lifestyle program at each site are evident with improvements for residents

8.3 Annual program evaluation and changes demonstrate resident/representative, staff and volunteer input

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Physical Demand Analysis	**Type of Work:** **A** = Administrative **R** = Resident Care **S** = Services **Frequency:** **Continuous (C)** = 75% to 100% of the shift **Frequent (F)** = 25% to 75% of the shift **Infrequent (I)** = 0% to 25% of the shift			
Physical demand	**Frequency for type of work**			**Description**
	A	**R**	**S**	
Standing and Walking	**F**	**C**	**C**	Standing and walking are major requirements for carrying out tasks and are required for movement around the facility. The ability to fully use both legs on variable surfaces is required.
Sitting	**C**	**I**	**I**	Sitting is required when carrying out documentation or administrative/lifestyle activity tasks.
Climbing	**I**	**I**	**I**	Climbing is required to go up and down stairs and steps. Requires body agility and the ability to use both legs and feet and hands/arms to use hand rails. A lift is available to move from one floor to another.
Balancing	**C**	**C**	**C**	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out task requirements.
Lifting and carrying	**I**	**F**	**F**	Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. The ability to fully use both arms and hands is required.
Pushing and Pulling	**I**	**F**	**F**	Pushing and pulling objects around the facility including but not limited to trolleys, wheeled chairs and manual handling equipment.
Bending & Crouching	**I**	**F**	**F**	Bending at waist level whilst carrying out task is required. Ability to crouch to floor level when required.
Kneeling	**I**	**I**	**I**	Kneeling can be required whilst carrying out task.
Reaching & stretching	**F**	**F**	**F**	Reaching and stretching is required in carrying out tasks, and in the movement of objects in the facility.
Twisting	**I**	**F**	**F**	Twisting may be required in carrying out tasks. The ability to reach in all directions, and to twist at the waist is required.
Grasping/ Finger Movement	**F**	**F**	**F**	Grasping and fine finger movement is required to hold objects. The ability to do repetitive motions with hands, wrists and fingers is required.
Handling and Feeling	**C**	**C**	**C**	Finger dexterity and hand–eye coordination, along with full hand and wrist movement is required. The ability to distinguish the features of objects by touch, particularly with the fingertips is required.
Talking & Communicating	**C**	**C**	**C**	Talking and communicating is required to carry out tasks. An excellent understanding of the English language and the ability to communicate effectively is required.
Hearing	**C**	**C**	**C**	Hearing and the ability to interpret what is being heard is required to carry out tasks. Ability to maintain hearing acuity, with correction, if required.
Vision	**C**	**C**	**C**	Vision and ability to recognise objects to determine depth perception, to discriminate between colours and read documents is required to carry out tasks. Ability to maintain 20/40 vision using correction, if required.
Smelling	**I**	**F**	**C**	Ability to distinguish odours and identify hazards is required when carrying out tasks.

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Physical Demand Analysis	**Type of Work:** **A** = Administrative **R** = Resident Care **S** = Services **Frequency:** **Continuous (C)** = 75% to 100% of the shift **Frequent (F)** = 25% to 75% of the shift **Infrequent (I)** = 0% to 25% of the shift

Physical demand	**Frequency for type of work**			**Description**
	A	**R**	**S**	
Repetitive Motions	**F**	**I**	**I**	Repetitive motions of the wrists, hands or fingers are required when carrying out tasks.

TRAINING ANALYSIS	**Name:**				
SKILLS & COMPETENCIES **Date:**					
Skills -all staff (as relevant to role)					
1. Good communication skills					
2. Customer focussed work practices					
3. Customer service using 7 step method					
4. Complaint handling using 10 step method					
5. Works well within the team					
6. Decision making					
7. Problem solving					
8. Time management					
9. Safe work practices					
10. Incident reporting					
11. Meets legal documentation requirements					
12. Record management					
13. Stock control					
14. Use of the telephone system					
15. Computer literacy					
16. Participates in improvement activities					
Mandatory annual competencies					
1. Fire and emergencies					
2. Firefighting equipment					
3. Elder abuse reporting					
4. Workplace Bullying					
5. Hand hygiene and the 5 moments					
6. Personal Protective Equipment					
7. Outbreak Management					
8. Manual handling					
9. CPR (nursing staff)					
10. Choking (nursing & care staff)					
11. Medication administration (if applicable)					
Competencies - specific to role					
1. Basic food handling					
2. Nail care					
3. First aid level 2					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

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TRAINING ANALYSIS		**Name:**				
SKILLS & COMPETENCIES	**Date:**					
Manager initial						
Staff Member initial						

Key for skills: 1 = Requires education 2 = Requires coaching 3 = Independent 4 = Able to educate others
Key for competencies: C = Competency NYC = Not Yet Competent NC = Not completed

I ……(Please Print) have read and understand the Position Description requirements including the Physical Demands. I agree to maintain my skills and competencies and agree that I have capacity including the physical ability for this position. I understand that the information provided is a general outline and may not cover every aspect of the position.

Signature: _____Date: _____