



Position Description

POSITION DETAILS

Position Title:	Lifestyle Assistant
Reports To:	Lifestyle Coordinator
Enterprise Agreement:	Woorayl Lodge Inc., ANMF and HSU Enterprise Agreement 2017
Classification Level/Grade:	PCW's & Support Staff - Wage Skill Group 6 (PWSG6)*, or PCW's & Support Staff – Wage Skill Group 8 (PWSG8)** <small>*Has Cert III qualification</small> <small>**Has Cert IV qualification</small>

ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

MISSION, VISION AND VALUES

Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to **“live the life you choose”**.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here.**

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.

Vision

“Live the Life You Choose”

Values

Inclusive – Community – Understanding – Individuality – Wellbeing

POSITION OVERVIEW

The role’s overall purpose is to provide diverse and a high quality range of recreational lifestyle activities to all consumers of the facility that reflect their individual interests, preferences and capabilities, and to assist the Lifestyle Coordinator to have a program that reflects the consumers’ preferences and enables individuals to maximise their abilities with an appreciation of the physical, social, cultural and religious background each person brings into the Aged Care setting.

The role of Lifestyle Assistant must always be carried out in a manner consistent with:

- the vision, values, mission, policies and procedures of Woorayl Lodge
- The Charter of Aged Care Rights
- the Employee Code of Conduct
- the Australian Privacy Principles (*Cth*)
- the Aged Care Act (*Cth*) and the Aged Care Quality Standards (*Cth*)
- the Occupational Health and Safety Act 2004 (*Vic*)

KEY SELECTION CRITERIA

Essential

- Certificate IV in Leisure and Health.
- Level II First Aid.
- Current satisfactory police check.
- Demonstrated empathy for the needs of consumers and commitment to uphold Woorayl Lodge mission, vision and values.
- Excellent communication and interpersonal skills. Ability to liaise with consumers, representatives, families, staff and community/cultural groups.

- Demonstrated knowledge, skills and experience in the provision of lifestyle programs that meet the needs of consumers who may have physical and /or cognitive disabilities.
- Demonstrated ability to organise and manage own work and oversee the work of volunteers.
- Demonstrated commitment to ongoing learning and participation in continuous improvement activities.

Desirable/Highly Regarded

- Relevant experience in residential aged care, disability or similar setting.
- Personal interests/skills in music, art, craft etc.

PROFESSIONAL RESPONSIBILITIES

- Maintain abreast of current practice and trends in provision of lifestyle activities in aged care.
- Work within the scope of practice and professional boundaries.
- Recognise the need for, and actively participate in, continuing education and development.
- Where care delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.
- Complete mandatory competencies as specified in the “Mandatory Competency” policy.
- Comply with Privacy Legislation and Woorayl Lodge’s confidentiality statements when communicating information pertaining to consumers, employees and the operations of Woorayl Lodge.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
Lifestyle Program	<ul style="list-style-type: none"> ▪ Understand and uphold the Charter of Aged Care Rights. ▪ Demonstrate an empathic approach to consumers. ▪ Promote a positive attitude to ageing and support consumers to maintain their independence. ▪ Consult with consumers/representatives for the delivery of consumer focused lifestyle programs. Involve consumers in decisions about the program. ▪ Document all comments, compliments and complaints as these relate to lifestyle. ▪ With the assistance of the Lifestyle Coordinator investigate and resolve issues of complaint regarding lifestyle and document their level of satisfaction. 	<ul style="list-style-type: none"> ▪ Evidence of empathy for the needs of consumers and ability to be flexible in accordance with consumers’ needs and preferences. ▪ Evidence of advocacy for consumers e.g. promoting consumers’ rights. ▪ Positive consumer satisfaction with lifestyle program e.g. comments, complaints, consumer survey and feedback at consumer meetings. ▪ Evidence of timely consultation with all consumers / representatives.

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> Be a positive role model and promote excellence in consumer focus. For example, respectful communications, maintain consumer privacy, dignity and confidentiality. Provide support and assistance to maintain a clean comfortable, safe, secure and homelike environment for the consumers where the consumer feels that they belong and are safe and comfortable. Treat the consumers with dignity and respect and support them to maintain their identity, make informed choices about their care and live the life they choose. Support the Lifestyle Coordinator in the delivery of a 7 day per week lifestyle program. Support the Lifestyle Coordinator in the design and delivery of relevant activity programs. Promote opportunities for all consumers to participate in the activities program. Especially support consumers with dementia and consumers at risk of social isolation. Support the Lifestyle Coordinator to provide consumers with the opportunity to participate in outings, especially for those consumers who are not able to go out independently. Support the Lifestyle Coordinator to provide a range of programs that enhance and promote consumers' independence. Support the orientation of new consumers. Support consumers/representatives to know how to access the lifestyle program and that there is a monthly calendar displayed. Consider consumers with special needs e.g. cognitive impairment /dementia and tailor programs as relevant. Observe consumers during programs. Verbally report any care concerns to Lifestyle Coordinator. Provide consumers with a variety of activities and experiences based upon their preferences e.g. through the use of volunteers, community networks and activity/therapy resources. Support consumers in the maintenance of links with family, friends and community activities and interest groups outside the facility. Maintain accurate records of activity programs that include details of activity, consumer participation and program evaluation. In consultation with the Lifestyle Coordinator, assist in the preparation of the newsletter. Use all resources and equipment in an effective and cost efficient manner. At all times treat consumers with respect and protect their privacy. 	<ul style="list-style-type: none"> Evidence of timely response to consumer complaints, includes reporting of serious complaints to Lifestyle Coordinator within 24 hours and actions to address. Evidence of positive consumer outcomes as a result of the activities program e.g. increased participation by socially isolated consumers, increased mobility. Evidence of conduct of daily lifestyle programs to scheduled calendar. Consumer activities are provided in accordance with their preferences/individual lifestyle care plan. Evidence of appropriate care e.g. documentation in lifestyle care plan, evaluations and documentation in progress notes. Evidence of effective liaison with care staff to enhance care and lifestyle services. Evidence of assistance with the publication of the newsletter to timelines.
Teamwork	<ul style="list-style-type: none"> Contribute to the achievement of team goals e.g. monthly lifestyle program. Work harmoniously with all members of the care and lifestyle team. Provide assistance to orientate new staff members as may be required. 	<ul style="list-style-type: none"> Evidence of effective teamwork e.g. helping team out, positive feedback from other team members. Evidence of timely reporting of staffing/volunteer issues to the Lifestyle Coordinator.

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> Assist the Lifestyle Coordinator in directing volunteer staff. Report any concerns in a timely manner. Report any concerns regarding consumers' health to registered nurse in charge. 	<ul style="list-style-type: none"> Evidence of contribution to staff and volunteer orientation.
Compliance / Accreditation / Continuous Improvement	<ul style="list-style-type: none"> Comply with Woorayl Lodge's policies and procedures, professional code of conduct and legislative requirements. (e.g. Aged Care Act, OH&S Act, Privacy Act, Food safety Act). Provide activity programs in accordance with the aged care quality standards. In particular provide activity programs that meet the needs of consumers. Encourage and support consumers to give feedback and make complaints. Document comments, compliments and complaints (on behalf of consumers where appropriate) or own feedback and identify better ways of doing things. Participate in quality activities e.g. conduct of consumer survey, committee meetings. Assist the Lifestyle Coordinator to review the quality of service delivery; act upon identified areas for improvement. Maintain knowledge and skills relevant to the position. Attend mandatory training e.g. fire safety, food handling, and mandatory reporting. Develop specialist knowledge and skill in lifestyle programs e.g. dementia care. Participate in change activities; to this end this position description is intended to clarify the main areas of responsibility. The staff member may be asked to perform other duties as requested within the realm of their knowledge and skill level. 	<ul style="list-style-type: none"> Compliance with Woorayl Lodge policies and procedures/laws. Evidence of accreditation compliance in care outcomes relevant to position. Evidence of assistance to Lifestyle Coordinator in annual internal audit compliance. Evidence of improvement logs (lifestyle); evidence of appropriate/timely follow up/improvements. Evidence of attendance at all mandatory and other relevant staff development programs e.g. evidence via staff development records.
Documentation	<ul style="list-style-type: none"> Observe consumers care and lifestyle needs. Verbally report any care concerns to Manager and document changing lifestyle needs in the progress notes and care plan as may be required. Evaluate and document each consumer's ability and preferences to participate in scheduled activities on a regular basis and contribute to changes accordingly. Lifestyle documentation is up to date and complies with the Aged Care Quality Standards requirements. Maintain accurate records of activity programs that include details of activity, consumer participation and program evaluation. Document comments, compliments and complaints (on behalf of consumers where appropriate) or own feedback and identify better ways of doing things through the quality management system. 	<ul style="list-style-type: none"> Evidence of knowledge and understanding of consumers' lifestyle needs. Evidence of reporting of care concerns to Manager and documenting changing lifestyle needs in the progress notes and care plan as may be required. Evidence of evaluation and documentation of each consumer's ability and preferences to participate in scheduled activities. Evidence that lifestyle documentation is up to date and complies with the aged care accreditation standards. Evidence of maintenance of accurate records of activity programs that include details of activity, consumer participation and program evaluation. Evidence of documented comments, compliments and

Key Result Areas	Accountabilities	Performance Measures
		complaints (on behalf of consumers where appropriate) or own feedback and identify better ways of doing things through the quality management system.
Health and Safety	<ul style="list-style-type: none"> Adhere to Health and Safety regulations, policies and procedures. Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers. Demonstrate awareness of health and safety law and safe manual handling as relevant to position. In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete accident/incident forms as may be required and report to the Lifestyle Coordinator. In the event of hazard identification, complete relevant form and report the Lifestyle Coordinator. Immediate reporting to the Lifestyle Coordinator of notifiable issues e.g. missing consumer, elder abuse, key risks to the Woorayl Lodge. Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and consumers as appropriate. Monitor the safety of equipment and equipment is maintained and used in a safe manner in line with manufacturer's instructions and Woorayl Lodge's guidelines and reports any breakdown or requirements to the Lifestyle Coordinator. Participate in training and education sessions regarding health and safety. Escalate issues which put other staff or consumers at risk to the Lifestyle Coordinator and if there is no response or an unsatisfactory response to the issue that has been raised, it is understood that it can be escalated to the Co-CEO Clinical Care. If the response is unsatisfactory or a response has not been received, it is understood that it can be escalated to the Australian Aged Care Quality and Safety Commission. It is understood that vexatious complaints can result in prosecution under the following legislation: Vexatious Proceedings Act 2014 (Vic). 	<ul style="list-style-type: none"> Ability to demonstrate role in the event of fire or other emergency. Accurate and timely completion of consumer/staff/visitor incident form including any first aid/follow up actions. Accurate and timely hazard alert reports and corrective actions. Ability to demonstrate safe manual handling. Ability to demonstrate safe and appropriate use of equipment. Able to demonstrate competency in fire and emergency procedures.

PERFORMANCE REVIEW

The Lifestyle Assistant's performance shall be evaluated by the Lifestyle Coordinator or delegate at three months service, 5.5 month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Woorayl Lodge's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance review which is not related to the Disciplinary Procedure.

EMPLOYEE POSITION DECLARATION

I have read and understand the Position Description and agree that I have the ability to fulfil this position. I understand that the information provided in this Position Description is a general outline and may not encompass every aspect of the position.

Signature*: _____

Print name: _____

Date: _____

**If completing electronically, typing your name is acceptable.*