

## POSITION DESCRIPTION – Social Support Coordinator (SSC)

<b>Department:</b>	Operations
<b>Position Reporting to:</b>	Residential Manager (RM)
<b>Location:</b>	Assigned Residence, but may be required to work across other Lifeview’s residences
<b>Position Number:</b>	To be obtained from Payroll
<b>Direct Reports:</b>	Nil
<b>Employment status</b>	Part-time
<b><u>Lifeview Principles:</u></b>	<b>All staff at Lifeview will adhere to and demonstrate the Lifeview principles of:</b>
<b>Laugh:</b>	<i>Constantly look for ways to be creative and have fun whilst working. Let your curiosity and light-heartedness fuel your enthusiasm</i>
<b>Integrity:</b>	<i>No matter the situation, take responsibility for consciously choosing how you want to show up in the world and the attitude you choose to carry with you</i>
<b>Focus:</b>	<i>Be physically and emotionally present for people, especially when they need you. It’s a powerful message of respect that strengthens relationship</i>
<b>Engage:</b>	<i>Find special ways to connect with everyone you encounter, for no other reason than to brighten their day. It can be the little things that have a huge impact and make someone’s day</i>
<b>Position Purpose:</b>	This position is responsible to provide preventative, palliative and rehabilitative services which take into account the physical, psychological and spiritual needs of the residents. Planning, implementing and evaluating both individual and group lifestyle program that encourage and support residents independence, creativity and dignity

Key Result Areas (KRA)	Performance Indicators
<b>1: Continuous Improvement</b>	
Improvements are identified and reported on via the Lifeview Residential Care continuous improvement system	<ul style="list-style-type: none"> <li>• Attendance at staff meetings and other relevant meetings as required</li> <li>• Telephones are answered professionally; messages taken are accurate and delivered to relevant stakeholders in a timely fashion</li> <li>• Provides competent care/service in accordance with the organisation’s documented policies and procedures, and all legislative requirements relevant to role</li> <li>• Completes a Let Us Know (LUK) Form when there is an identified need to improve</li> <li>• Actively participates and contributes to continuous improvement activities which promote quality improvement to care/service provided; such as, follow up of LUK Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment</li> </ul>

	<ul style="list-style-type: none"> <li>• Reads and acknowledges memos / document control in a timely manner</li> <li>• Annual attendance of mandatory education sessions</li> <li>• Regular attendance at education sessions of identified areas of need / interest</li> <li>• Seeks to understand the requirements for accreditation and participating in accreditation / quality activities</li> </ul>
<b>KRA 2: Social Support programs and activities</b>	<b>Performance Indicators</b>
Delivery of excellent engaging and stimulating social support programs to residents	<ul style="list-style-type: none"> <li>• Assess, plan, implement and evaluate activity programs to meet the specific needs of the residents in a manner that will facilitate participation and achievement.</li> <li>• Assess, plan &amp; implement Magic Moment program for each resident.</li> <li>• Prepare and lead social and recreational activities for residents incorporating both individual and group activities.</li> <li>• Work with appropriate allied health therapists in the development of new and appropriate activities for particular client groups and carrying out ongoing evaluation of programs.</li> <li>• Provision of consistently high quality recreational activities and programs to residents that meet their needs.</li> <li>• Supporting the independence of residents by providing appropriate assistance with lifestyle and leisure programs. Providing emotional support to residents.</li> <li>• Being responsive to the needs of residents, families, advocates and other staff.</li> <li>• Observe, report and document of all resident changes relating to the lifestyle and leisure programs.</li> <li>• Oversee &amp; implement fundraising activities.</li> <li>• Coordinate a minimum of 4 major events per annum.</li> <li>• Coordinate &amp; participate in inter residence events &amp; activities.</li> <li>• Residents are encouraged to select activities to participate in and these activities are provided.</li> <li>• Lifestyle programs and activities are developed in accordance with the requests of residents to meet the collective need of the residence.</li> <li>• Assist with the recruitment of suitable volunteers</li> <li>• Evaluations are undertaken of in house and external activities or performers.</li> <li>• External entertainment is arranged if appropriate to the needs of the residence.</li> <li>• Outings are arranged and policy and procedure is followed.</li> <li>• An accurate record of attendance at activities is maintained.</li> <li>• Monthly evaluation of resident attendance at activities is maintained.</li> <li>• Evaluation of other activity and lifestyle programs to ensure</li> </ul>

	<p>suitability for residents inclusive of completion of database.</p> <ul style="list-style-type: none"> <li>• Accurate map of cultures within the residence is maintained and updated.</li> <li>• Cultural and Spiritual days identified as important by residents are marked and celebrated.</li> <li>• Events and outings reflect cultural and spiritual needs of residents</li> <li>• Residents are encouraged to choose activities, outings that are of interest to them.</li> <li>• Activity planners are adjusted in alignment with resident choices.</li> <li>• Completion of annual medication competency.</li> <li>• Safe delivery of medication to residents evidenced through incident reporting.</li> <li>• Following of all policies and procedures relating to medication</li> <li>• Mentor Housemates on social support programs and activities as and when required</li> <li>• Liaise with Chef and Hospitality Manager on special foods orders relating cultural, special and social events.</li> </ul>
<p><b>KRA 3: Professional Conduct</b></p>	<p><b>Performance Indicators</b></p>
<p>A high standard of personal appearance and conduct is expected at all times.</p>	<ul style="list-style-type: none"> <li>• Demonstrates punctuality and respectful language and manner toward residents, visitors and to each other</li> <li>• Adheres to the Dress Code policy at all times, presenting as clean, neat, and tidy.</li> <li>• Visitors are welcomed and their enquiries are appropriately dealt with</li> <li>• Provides customer service to residents, their representatives, and visitors by being polite and courteous at all times</li> <li>• At NO TIME must information related to a resident/representative or staff member be discussed with anyone other than the relevant staff member/care professional providing care/service</li> <li>• A flexible, and enthusiastic attitude toward undertaking a variety of tasks, with a team approach is expected</li> <li>• Display a positive approach to the L.I.F.E. Principles</li> <li>• Successfully complete all other training, as required by Home2Home model of care, to become multi-skilled</li> <li>• Takes an interest in further training and development to assist in current role</li> <li>• Promotes, implements and adheres to all company policies and procedures at all times</li> <li>• Reports any breaches and complaints that arise within the area of responsibility</li> <li>• Builds effective working relationship with team members, sharing knowledge and expertise.</li> </ul>
<p><b>KRA 4: Occupational Health and Safety</b></p>	<p><b>Performance Indicators</b></p>

<p>Adherence to all OH&amp;S policies and procedures at all times.</p>	<ul style="list-style-type: none"> <li>• Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self</li> <li>• Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue</li> <li>• Identification of hazards and incidents, including the accurate reporting and documenting of same.</li> <li>• Participates in problem solving processes to resolve OH&amp;S issues</li> <li>• Adheres to all Manual Handling requirements as per policy and procedure.</li> </ul>
<p><b>KRA 5: Documentation</b></p>	<p><b>Performance Indicators</b></p>
<p>Use of Lifeview Residential Care document controlled paperwork and electronic systems including eCase accurately and in a timely manner</p>	<ul style="list-style-type: none"> <li>• Accurate and timely documentation of resident needs in assessments, care plans and progress notes</li> <li>• Collection and accurate recording of resident orientation forms.</li> <li>• Collection and accurate recording of resident consent forms.</li> <li>• Care plans are developed incorporating emotional needs and support identified.</li> <li>• Completion of Diversional Therapy Assessments. to identify and respond to individual resident needs.</li> <li>• Inclusion of family or significant others in assessment and planning, and in the provision of emotional support</li> <li>• Social, Cultural and Spiritual assessments are completed to accurately capture independence levels.</li> <li>• Completion of accurate incident forms when incidents occur in relation to residents</li> <li>• Residents files are maintained accurately and within the required time frame</li> <li>• Conduct Volunteer orientation, continuous education and support volunteer programs and ensure that the guidelines, policies and procedures are adhered.</li> </ul>

**General Duties:**

- Comply with and promote Lifeview Residential Care policies and procedures and participate in safety & improvement activities for the organisation
- Support and participate in OH&S policies and procedures and implement (where appropriate) within the organisation
- Participate and assist the Managers in audits
- Commit to understanding and upholding the L.I.F.E. Principles at all times
- Active participation in the team environment
- Commit to Continuous Improvement and active participation within the system
- Compliance with all legislation
- Responsible for observing and practicing the principles and obligations of Equal Employment Opportunity and maintaining a workplace free from bullying and harassment

- Attend at meetings and compulsory education
- Maintain confidentiality of all information obtained in the course of your employment. This does not cease when the employment ceases
- Information relating to staff, residents, and clients are to remain strictly confidential and are not to be divulged to any third party except where required for clinical reasons or by law and will require prior written approval from the Chief Executive Officer.

<b>Selection Criteria</b>	
<b>MANDATORY KNOWLEDGE, EXPERTISE AND SKILLS</b>	<ul style="list-style-type: none"> <li>• Qualification in Lifestyle &amp; Leisure.</li> <li>• Demonstrated experience in planning, delivering and evaluating recreational and rehabilitative programs for the residents.</li> <li>• Demonstrated high level of analytical, written and verbal communication skills.</li> <li>• Ability to write clear and precise English appropriate to resident's needs.</li> <li>• Mature outlook with the ability to relate and converse with older people.</li> <li>• Ability and commitment to working as part of the team.</li> <li>• Demonstrated initiative and ability to work without supervision. Commitment to maintaining confidentiality.</li> <li>• Ability to work within the culture of Lifeview Residential Care willingness to work in accordance with the LIFE Principles</li> <li>• Sound time management skills</li> <li>• Commitment to professional development.</li> </ul>
<b>DESIRED KNOWLEDGE, EXPERTISE AND SKILLS</b>	<ul style="list-style-type: none"> <li>• Experience in an aged care setting.</li> <li>• Understanding of Aged Care Act and associated Legislation.</li> <li>• Experience with eCase and BestDose software packages</li> </ul>
<b>Authorisation</b>	Not Applicable

I agree that I have the skills and attributes to fulfil this position and hereby return a signed copy for my file, aware that my performance will be measured against meeting the key result areas and by my demonstration of adherence to L.I.F.E. Principles.

I understand that I must at all times maintain a respectful and appropriate relationship with all prospective and current residents, their immediate family and/or significant other/s, staff, volunteers and contractors as per our Diversity Statement, which I have read. As part of Lifeview I shall deliver services irrespective of gender identity, age, ethnicity, cultural background, disability, religion, sexual orientation and/or professional status, thus working to ensure that our services and care are inclusive of all, and especially for older people from the Lesbian, Gay, Bisexual, Transgender and Intersex community (LGBTI).

<b>Direct Manager: (Name in BLOCK LETTERS)</b>		
<b>Signature</b>		<b>Date:</b>
<b>Employee: (Name in BLOCK LETTERS)</b>		
<b>Signature</b>		<b>Date:</b>
<b>Prepared by: (Name in BLOCK LETTERS)</b>	<b>Swati Chakravarty Executive Manager – People &amp; Culture</b>	<b>Date: 12 July 2017</b>