

Job Description

Job Title: Customer Wellness Coordinator
Ref No: SUP002
Portfolio & Program: Aged Care Services, Residential Aged Care
Reporting Relationship: Senior Manager
Classification: Enterprise Agreement AGED Care Stream – Level 6
Date: January 2019

Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.

Actively provide leadership directing carers to provide our residents with person centred care of the highest quality, whilst empowering continuous improvement and meeting legislative, regulatory and policy requirements.

My purpose is to...

Lead and coordinate holistic services to optimise the independence, health, wellbeing and quality of life of our customers.

I will make a difference when I...

Customer Wellness Program Management

- Assist in the coordination and implementation of operational plans, strategies and budgets.
- Develop, monitor and evaluate program initiatives that are individualised based on customer needs.
- Ensure individualised Customer Wellness plans are current, effective, engaging and innovative.
- Ensure that customers receive safe and effective services that support their daily living and optimise their independence, health, wellbeing and quality of life.

Customer Service

- Work together with customers, their families and carers to improve customer health, lifestyle and well-being.
- Provide a responsive service, ensuring that customer's emotional, spiritual and psychological wellbeing are being promoted.
- Embrace an inclusive approach where individual dignity and choice is evident for all.

Leadership & Teamwork

- Monitor, support and train new and existing Customer Wellness Assistants on an ongoing basis
- Undertake the development of Customer Wellness & Engagement Assistants including performance and development reviews.
- Work with Customer Wellness Assistants to promote a culture that has a "person-centred approach" that facilitates knowledge sharing, professional practice and positive attitudes to change.
- Role model AnglicareSA values and behaviours as well as a commitment to a customer focused service model.
- Communicate in a professional and positive manner, valuing and respecting others.
- Work cohesively with all site employees to ensure the individual needs of customers are recognised and fulfilled.
- Coordinate the recruitment, selection, and onboarding of new employees.
- Positively contribute to the success of the site as a member of the Leadership Team.

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events.
- Actively participate in early intervention Injury Management processes and effective consultation with Injury Management and WHS personnel to assist in progressing Injury Management requirements efficiently.
- Display proactive behaviours and accountability toward safety in the workplace by making every effort to ensure one's own safety, and the safety of colleagues and others.

Integrity • Compassion • Equity • Stewardship • Servant Leadership

- Develop cohesive working relationships with effective communication practices with all WHS and Injury Management personnel to identify and resolve risks, hazards, incidents and workplace injuries.

To make a difference I must...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Provide evidence of my right to work in Australia.
- Complete a satisfactory National Police History Check.
- Attend all rostered shifts, obtaining prior approval from my manager if any changes are required.
- Keep up to date with accreditation standards and industry developments for best practice in aged care.

- ☒ Willing to work at other sites as required ☒ Elder Abuse Reporting
☒ Shift work across a 24 hour, 7 day roster

Reports to: Senior Manager, Residential Aged Care

Direct Reports: Customer Wellness Assistants/Lifestyle Assistants

Working Relationships: Residential Aged Care staff, customers, families, carers and volunteers.

I must possess these skills and abilities...

Qualifications

- Diploma in Lifestyle & Leisure or Social Sciences or equivalent experience
- Experience in Leading a High Performing Team (essential)

Skills and Abilities

- Ability to provide care that meets the needs of customers whilst adhering to legislative, regulatory, policy and procedural requirement.
- Experience in Leading a High Performing Team (essential)
- Demonstrated experience in providing leadership and support to a team and individuals within a team to achieve high quality and timely customer service outcomes.
- Knowledge of Aged Care accreditation requirements related to clinical care and documentation, resident's Charter of Rights, Aged Care legislation and common law requirements.
- Willingness to further develop knowledge about the physiological and social processes of ageing.
- Excellent communication and interpersonal skills to build relationships with residents, relatives and the team.
- Exceptional ability to solve high level and complex problems.
- Sound written communication skills with the ability to be able to write clear and concise reports
- Strong IT and administration skills.
- Ability to work positively and productively, independently and as part of a multidisciplinary team.
- Demonstrable skills acting as a resident advocate and resolving conflicts.
- Willingness to accept and embrace the different cultural backgrounds of our residents and team
- WH&S knowledge and skills suitable for the position.
- Work within a team environment in accordance with AnglicareSA values.

My dedication and commitment

Job holder Signature: Date

Print Job holder Name:

General Manager, Aged Care Services Signature: 

Date: 8/01/19