

## POSITION DESCRIPTION



<b>Position Title:</b>	Lifestyle Assistant
<b>Reports To:</b>	Lifestyle Services Coordinator
<b>Salary/Classification Level:</b>	HHAC Care & Support Staff Enterprise Agreement (HSE Employees)
<b>Reporting To This Position:</b>	Nil

### Purpose of the Position

The Lifestyle Assistant is responsible for identifying and facilitating the provision of a range of activities for residents, and other clients, which contribute to their social, emotional, spiritual and psychological wellbeing. Activities include one-to-one, small group, large group, community linkages, outings and specialist services.

### Your Team

Lifestyle Assistants are part of a team, focused on assisting residents to maintain a high quality of life. Lifestyle Assistants work as part of a multi-disciplinary team that includes nurses, allied health, lifestyles and hotel services. The Lifestyle Assistant works under the direct supervision of the Lifestyle Services Coordinator.

The Lifestyle Assistant understands and works with a range of team members and will be required to adapt to working with different people.

### Other Key Relationships

The Lifestyle Assistant will be working closely with the Lifestyle Services Coordinator and other like positions within the division and within the organisation.

### Key Outcomes & Responsibilities

1. Assist in the implementation, facilitation and delivery of a program of activities and special occasions for residents, taking into account the expressed interests of individuals and groups of residents, including cultural and ethnic diversity as directed by the Lifestyle/Volunteer coordinator or Residential Services Manager where required.
2. Monitor & evaluate lifestyle activity programs & projects of individual residents and/or group activities.
3. Commit to continual improvement of Lifestyle program and resident outcomes by participation in project developments, meetings through a multi-disciplinary approach as directed by the Residential Services Manager or Lifestyle/Volunteer Coordinator.
4. Maintain accurate documentation and records effectively and timely use of the People Point system to enter client records and data. Ensure Helping Hand documentation is

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accurately completed and submitted within the required timeframes. This includes, but is not limited to, Resident assessment, care plans, progress notes, incident report forms and leave forms.

5. Provide leadership through interaction with volunteers and other staff including the participation and support of a team environment and culture.

6. Participate and commit to continual professional and personal development.

7. Adhere to the Occupational Health, Safety and Welfare Act and Helping Hand Policies and Procedures.

8. Carry out any other duties consistent with the purpose of the position and as directed by team leaders, the Lifestyle Services Coordinator or the Residential Services Manager.

## Selection Criteria

### Essential

- / Ability to communicate with a range of people including older people, staff, volunteers and visitors, particularly in relation to care of residents.
- / Good written communication including routine documentation related to case notes, routine correspondence and the reading and interpretation of care information.
- / Ability to communicate effectively with a range of people including older people, staff, volunteers and visitors, particularly in relation to care of residents,
- / Good communication skills, including ability to write clearly and accurately,
- / Can demonstrate that they are well organised and able to prioritise their work,
- / Ability to relate and empathise with a diverse range of people,
- / Can demonstrate ability to work as part of a team,
- / Can demonstrate ability to personalise the service: identify what is important to each individual client, and include this into their daily care routine,
- / Can demonstrate ability to adapt and use a variety of ways to support individual clients according to their needs and preferences

### Desirable

- / A certificate or equivalent related to Lifestyle Services.  
Current First Aid certificate.



## Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

## Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

### Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

### Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

### Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

### Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

## Work, Health & Safety

### Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do...it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

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