

POSITION DESCRIPTION

LIFE MATTERS COORDINATOR

Program:	Sacred Heart Community
Reports to:	Manager Sacred Heart Community
Supervise:	Life Matters Assistants, Volunteers
Date of Last Review:	July 2021
Classification:	Aged Care Employee Level 7 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed ineligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Community provides residential aged care accommodation for 97 Residents.

The home provides permanent accommodation and high-quality care for people who have experienced homelessness or social and financial disadvantage. All rooms are single-occupancy and include a bathroom.

In addition, we offer a diverse lifestyle program that encourages residents to lead full lives by participating in a range of activities and engage with the local community. Residents are also actively involved at Sacred Heart Community. They assist with tasks such as gardening and decision making via numerous forums such as the residents group.

PURPOSE OF THE POSITION

This position is responsible for coordinating the Life Matters Program at Sacred Heart Community. The incumbent will be responsible for ensuring that the program provides the highest quality, effective and supportive service to residents in accordance with SHM's Values and legislative and funding requirements.

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KEY RESPONSIBILITIES

Accountability	Major Activities
Accountability	<ul style="list-style-type: none"> ▪ Develop and maintain of a range of wellbeing programs and activities which respond to the complex requirements of a resident group who may have experienced homelessness and trauma ▪ Develop programs that are considerate of the Aged Care Standards Agency ▪ Review and develop policy procedures in line with work practices ▪ Contribute to program objectives by developing and implementing simple project plans ▪ Fulfil program and project responsibilities ▪ Utilise feedback from complaints to improve programs and review performance
Volunteer Management	<ul style="list-style-type: none"> ▪ Recruit and successfully onboard new volunteers and students ▪ Develop monthly volunteer rosters ▪ Supervise volunteers and provide opportunities for informal discussions and debriefing ▪ Delegate and direct volunteers/students in daily tasks
Community and inter-agency relations	<ul style="list-style-type: none"> ▪ Research community needs and concerns and provide community development/education ▪ Participate effectively in network and community meetings to advance SHM's objectives ▪ Works collaboratively with other organisations in formal and informal partnerships to achieve client /member outcomes ▪ Maintain a detailed understanding of current community issues and relevant organisations ▪ Work alongside other areas of the Mission to promote Sacred Heart Mission Services to clients, such as Pastoral Care
Communication	<ul style="list-style-type: none"> ▪ Advocate on behalf of residents to advance their interests

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	<ul style="list-style-type: none"> ▪ Write accurate, clear and informative reports and other communication that meet the needs of their intended audience ▪ Articulate clear and respectful information to clients and colleagues ▪ Demonstrate cultural sensitivity
Leadership and teamwork	<ul style="list-style-type: none"> ▪ Generate ideas for innovation and enhanced working practices to achieve SHM's mission ▪ Contribute to team plans and strategic objectives ▪ Offer constructive feedback and provide balanced and informed perspectives at team meetings ▪ Recognise differences of opinion and works toward the resolution of team conflict ▪ Support the development of team members ▪ Works collaboratively with people from different parts of the Mission and external stakeholders
Service delivery	<ul style="list-style-type: none"> ▪ Participate in reflective and evidence-based practice ▪ Build a strong knowledge of resident issues and requirements to improve practice ▪ Provide residents with high quality service and appropriate referrals ▪ Respect resident confidentiality
Governance and compliance	<ul style="list-style-type: none"> ▪ Ensure quality requirements are met and continually enhance quality practices ▪ Ensure compliance with legislation and licensing requirements ▪ Identify and where possible, control risks and hazards
Health & Safety	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and residents including following safe working procedures and instructions.</p>

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RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- NDIS screening check
- A current First Aid Certificate

DESIRABLE REQUIREMENTS

- Valid driver's license to drive in Australia

QUALIFICATIONS

- Appropriate tertiary qualifications/experience in Diversional Therapy.

KEY SELECTION CRITERIA

Essential

- Experience coordinating lifestyle program and activities or similar
- Ability to identify issues and needs, create strategic plans and realise project outcomes
- Ability to collect and respond appropriately to stakeholder feedback
- Ability to comply with legislation and other requirements
- Ability to ensure confidentiality and maintain resident dignity
- Ability to build strong relationships with various stakeholders, including clients, colleagues, volunteers, agencies, Sacred Heart Mission programs and the wider community

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- Strong interpersonal skills, active listening, empathy, social awareness and emotional intelligence
- Strong alignment with the values of Sacred Heart Mission

Desirable

- Experience in an Aged Care setting and knowledge of the Aged Care Standards
- Individual skills, talents, qualities and interests specific to delivering specific activities.
- Experience working with clients who have experienced homelessness and trauma
- Experience coordinating and supervising students and volunteers

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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