

POSITION DESCRIPTION – Resident Wellness Coordinator (EN)



Department:	Operations
Reporting to:	Residential Manager (RM)
Location	Assigned Residence, but may be required to work across other Lifeview's residences
Position Number:	To be obtained from Payroll
Direct Reports:	Nil
Employment Status:	Part-time

Lifeview Principles:	All staff at Lifeview will adhere to and demonstrate the Lifeview principles of:
Laugh:	Constantly look for ways to be creative and have fun whilst working. Let your curiosity and light-heartedness fuel your enthusiasm
Integrity:	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
Focus:	Be physically and emotionally present for people, especially when they need you. It's a powerful message of respect that strengthens relationship
Engage:	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
Position Purpose:	The position is a clinical role responsible for providing high quality nursing care to residents. The Resident Wellness Coordinator will perform in line with the scope of practice as defined by the Australian Health Practitioner Regulation Agency, Aged Care Standards and policies/procedures of Lifeview.

Key Result Areas (KRA) 1: Continuous Improvement

Improvements are identified and reported on via the Lifeview Residential Care continuous improvement system.	<ul style="list-style-type: none"> • Attendance at staff meetings and other relevant meetings organised time to time • Telephones are answered professionally; messages taken are accurate and delivered in a timely fashion • Provides competent care/service in accordance with the organisation's documented policies and procedures, legislative requirements relevant to role • Completes a Let Us Know (LUK) Form when there is an identified need to improve • Actively participates and contributes to continuous improvement activities which promote quality improvement to care/service provided, such as, follow up of LUK Form, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment • Reads and acknowledges memos / document control in a timely manner • Annual attendance of mandatory education sessions
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	<ul style="list-style-type: none"> • Annual attendance at education sessions of identified areas of need / interest • Participate in multi-disciplinary meetings e.g. MAC, case conference etc.
KRA 2: Clinical Care	
<p>Ensure the delivery of a high standard of evidence-based nursing care to residents at all times</p>	<ul style="list-style-type: none"> • Maintain and apply Infection control principles and processes • Resident choice and independence are maintained in care delivery • Assistance in overseeing specialised nursing needs to residents • Active participation in the Resident Wellness Review process • Reporting of care need changes to Resident Wellness Manager when required • Undertaking assessment of clients as directed by Resident Wellness Coordinator or Resident Wellness Manager • Deliver care to residents in line with the care plan • Monitor, evaluate and review goals of care for the resident • Complete appropriate and defensible documentation in timely manner • Communicate all relevant clinical information to all stakeholders in a timely and confidential manner • Provide for the physical, emotional and environmental needs of the resident • Appropriate assessment tools and strategies are used effectively • Data is analysed and interpreted accurately • Deviations or changes in a residents' normal condition, including vital observations which may indicate deterioration, are acted upon appropriately and promptly • A plan of care is developed and documented in consultation with the resident and relevant stakeholders and identifies expected outcomes, including a timeframe • Planned care is implemented, evaluated and assessed • Maintain accurate and current medical records ensuring documentation meets professional and legal standards • Liaise with multi-disciplinary team and other stakeholders such as podiatry, pharmacy, General Practitioner, specialists, next of kin / family members regarding resident care needs • Liaise with Chef regarding residents' dietary requirements.
KRA 3: Professional Conduct	
<p>A high standard of personal appearance and conduct is expected at all times.</p>	<ul style="list-style-type: none"> • Demonstrate clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and to each other • Adheres to the Dress Code policy at all times • Visitors are welcomed and their enquiries are appropriately dealt with • Provide customer service to residents and their families and visitors by being polite and courteous at all times

	<ul style="list-style-type: none"> • At NO TIME must information related to a resident/family or staff member be discussed with anyone other than the relevant staff member/care professional providing care/service • A flexible, and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected • Display a positive approach to the Lifeview Principles • Successfully complete all other training, as required by Home2Home model of care, to become multi-skilled • Assist the Residential Manager to coordinate and allocate workloads according to residents needs and staff skills and experience • Educate, mentor and support Housemates as and when required
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KRA 4: Occupational Health and Safety

<p>Adherence to all OH&S policies and procedures at all times.</p>	<ul style="list-style-type: none"> • Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self • Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue • Identification of hazards and incidents, including the accurate reporting and documenting of same. • Participates in problem solving processes to resolve OH&S issues • Adhere to all Manual Handling requirements but not limited to resident care.
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KRA 5: Medication

<p>Accurate administration of medication to residents at all times.</p>	<ul style="list-style-type: none"> • Administer medications to the residents accurately as per medication charts • Oversee medication administration by Housemates and provide ongoing support • Completion of annual medication competency • Safe delivery of medication to residents evidenced through incident reporting • Following of all policies and procedures relating to medication • Liaise with pharmacist regarding changes to residents' medications. • Ensure all relevant information handed over to all relevant stakeholders in timely manner
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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 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.

SELECTION CRITERIA

Mandatory knowledge, skills and expertise	<ul style="list-style-type: none"> • Current registration as an Enrolled Nurse, without any notation • Demonstrated high level of analytical, written and verbal skills • Ability to write clear and precise English appropriate to residents needs • Mature outlook with the ability to relate and converse with older people • Ability and commitment to working as part of the team • Demonstrated initiative and ability to work without supervision • Demonstrated knowledge and commitment to continuous improvement • Understanding of the accreditation standards • Ability to work within the culture of Lifeview Residential Care • Sound time management skill • Commitment to professional development.
Desired knowledge, skills and expertise	<ul style="list-style-type: none"> • Experience in an aged care setting. • Understanding of Aged Care and associated Legislation • Experience with eCase and BestDose software packages • Understanding of ACFI, AN-ACC and documentation requirements • Experience in supervising staff.
Authorisation	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, Intersex and Queer community (LGBTIQ+).

Direct Manager: (Name in BLOCK LETTERS)			
Signature		Date	
Employee: (Name in BLOCK LETTERS)			
Signature		Date	
Prepared by: (Name in BLOCK LETTERS)	Swati Chakravarty Executive Manager – People & Culture		
Signature		Date	