JOB SPECIFICATION

POSITION IDENTIFICATION: Resident Services Coordinator

REPORTS TO: Lifestyle Services Manager

SALARY/CLASSIFICATION LEVEL: HHAC Care & Support Staff Enterprise Agreement (HSE Employees) Level 6

STAFF REPORTING TO THIS POSITION: Lifestyle & Care Attendants, Volunteers
Day to Day coordination - Enrolled Nurses, Lifestyle & Housekeeping Attendants

Position Environment:
This position is based at Northgate which is a 110 bed facility providing care and services in an environment that promotes lifestyle and wellness.
The Resident Services Coordinator will lead a team providing care and supporting resident lifestyle choices.

Broad Purpose:
The purpose of Resident Services Coordinator is to coordinate resident services including personal care, nursing care, hotel services and lifestyle choices to provide high quality services that enable residents to maintain control of their everyday life and make choices around everyday tasks within a residential community environment.
The Resident Services Coordinator is responsible to actively monitor the delivery of resident services to ensure that they align with Northgate principles around lifestyle and wellness.
The Resident Services Coordinator will also provide personal care and facilitate the support required for residents to achieve their lifestyle choices.

Key Relationships
- Reports directly to the Lifestyle Services Manager.
- Works collaboratively with the other Resident Services Coordinators, Catering Team Leader and Housekeeping Services Team Leader to ensure resident services are well coordinated and of a high quality.
- Directly supervises Lifestyle & Care Attendants and Volunteers.
- Coordinates workload with Enrolled Nurses and Lifestyle & Housekeeping Attendants.
• Works collaboratively with the healthcare services team to ensure healthcare needs are met.

Key Outcomes:
1. Customer Service
2. Resident Care & Lifestyle
3. Teamwork & Communication
4. Documentation
5. Technical Skills & Application
6. Personal & Professional Development
7. Safety & Wellbeing
8. Continuous Quality Improvement
9. Other

Performance Outcomes:
1. Customer Service
   • To ensure all services are provided with a customer service approach.
   • To embed a customer service approach to service delivery through leadership and role modelling.

2. Resident Care & Lifestyle
   • To assess and plan resident services on a daily basis with the resident services team and residents.
   • To monitor that staff performance meets expectations and address with Lifestyle Services Manager as required.
   • To directly provide resident care as required to enable resident choice without compromising the coordination, safety and quality of resident services.
   • To assess resident lifestyle preferences and plan how these will be supported in a residential community living environment.
   • To facilitate lifestyle opportunities and entertainment for residents.
   • To coordinate staff to support residents to undertake and participate in their lifestyle choices.

3. Teamwork & Communication
   • To develop effective working relationships through effective communication and interpersonal skills, coupled with good team behaviour.
   • To ensure effective team work through leadership, effective communication and role modelling good team behaviour.
   • To ensure communication systems and processes are used and all staff have the information they need to provide high quality services.
   • To participate in a interdisciplinary approach to healthcare assessment, planning and delivery of quality care and services to residents to maintain and/or restore function and prevent disability and dependence.
   • To communicate changes to care and services to staff who are providing the care and services.
• To support the knowledge and skills of staff and volunteers providing care and/or services and report any non performance to relevant Team Leaders/Managers.
• To lead team discussions and report anything that might be relevant to the team or the services provided to residents.

4. Documentation
• To ensure documentation meets requirements as a record of the management of residents’ care and lifestyle choices.
• To monitor that care plans are written clearly for care staff to understand how they are to provide care.
• To monitor care plans to ensure that they are accurate and up to date at all times.
• To ensure documentation acts as a communication tool by enabling clear, concise and relevant information to be exchanged among staff involved in the care of residents.

5. Technical Skills & Application
• To provide leadership and communication to the resident services team
• To provide leadership and coordination to prioritise and manage workload effectively.
• To work within HHAC established policies, procedures, protocols and systems to ensure confidentiality of information and the safety and quality of care and associated services.

6. Training & Development
• To attend mandatory training as rostered.
• To achieve and maintain the required knowledge and skills through participation in training sessions and development, both internally and externally. This will be evidenced through participation in HHAC’s My Learning Program.

7. Safety & Wellness
• To become familiar with and follow Occupational Health, Safety and Welfare policies and procedures developed by Helping Hand Aged Care.
• To actively promote and manage the Helping Hand Safety policies and procedures in the workplace so that all reporting staff understand and comply with their individual roles and responsibilities relating to safety.
• To ensure that the safety related training needs of all reporting staff are identified and that staff undertake required and mandatory training.

8. To take all reasonable steps to protect his/her own safety at work the health or safety of any other person at the work place in accordance with requirements under the Occupational Health, Safety and Welfare Act, (1986).

9. Continuous Quality Improvement
• To participate in and contribute to quality improvement programs and activities to promote continuous improvement in the quality of resident services.
• To comply with HHAC policies, procedures, protocols and systems to ensure confidentiality of information and the safety and quality of care and associated services.
• To participate in the safety and quality of resident services through the use of clinical data, audits and consumer feedback.
• To identify and report any opportunities for improvement or any potential risks arising from the duties of this position.

10. Other
• Any other associated duties as may by required by the Lifestyle Services Manager or Residential Services Manager.

Selection Criteria
Essential
(1) Previous experience in human services environment.
(2) Minimum qualification Certificate 3 in Aged Care (or equivalent)
(3) Ability to communicate with a range of people including older people, staff, volunteers and visitors, particularly in relation to residents.
(4) Good written communication skills including ability to write clear and concise care notes and complete charts and other organisational forms.
(5) Demonstrated organisational and time management skills and the ability to manage workload and a range of priorities.
(6) Demonstrated ability to work as part of a team, taking on a leadership role.
(7) Ability to relate and empathise with a diverse range of people.
(8) Demonstrated commitment to continual education and personal development.

Desirable
(1) Previous experience in the aged care sector.
(2) Current First Aid certificate.

I understand and agree to abide by the responsibilities and duties described in this position description.

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Employee - Name                  Signature                      Date

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Manager - Name                   Signature                      Date