POSITION DESCRIPTION

Position Title	Resident Support Coordinator
Position Number	N5960
Department	70 Lowe Street
Classification	HS2 Admin Grade 2
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025 – 2027
Reports to:	Nurse Unit Manager – 70 Lowe Street

Position Purpose:

To develop, implement and coordinate leisure and lifestyle and resident activities following the Montessori Model of Care. Coordinate and supervise leisure and lifestyle staff including hairdressers to ensure consumer care needs are met in a timely manner.

Department / Unit Specific Overview

70 Lowe Street is a 45-bed residential aged care facility. Our aged care services focus on the individual, their family, friends and community. Individualised care is assured by identifying the resident's personal preferences and interest in all areas across the social and clinical spectrum. We have adopted the Montessori environment to provide purpose and stimulation through everyday activities. This approach supports our residents to live their lives to the fullest and make the most of the services we have to offer.

Our Values

Integrity	We value integrity, honesty and respect in all relationships
Excellence	We value excellence as the appropriate standard for all services and practices
Community	We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background
Working Together	We value equally all people who make a contribution to EGHS to achieve shared goals
Learning Culture	We strive to continually lead and develop through education, training, mentoring and by teaching others.

Organisational Context

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

Our Vision

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

Strategic Actions

See Strategic Plan 2023 – 2027.

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:

  Victorian Public Sector - Code of Conduct

  Confidentiality, Security and Management of Information - SOPP 24.02

  Hand Hygiene - SOPP 70.18

  Occupational Health and Safety - SOPP 72.09

  Person Centred Care - SOPP 60.20

  Occupational Health, Safety and Wellbeing - SOPP 72.09

  Performance Development - SOPP 35.27

  Risk Management - SOPP 74.01

  Child Safe – SOPP 57.24
- Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
- Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
- Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

Responsibilities and Major Activities

- Provide day to day supervision for leisure and lifestyle and hairdressing staff
- Refer any clinical concerns/incidents to the NUM or in Charge Nurse to ensure consumers health and safety is maintained
- Actively support in any related quality improvement activities and projects
- Participate in information and data management collection systems to assist in meeting operational & strategic needs of the organisation
- Coordinate and manage the volunteer workforce
- Assist with the application for aged care grant funding
- Responsible for the promotion of the consumer aged care activities within and around the local community
- Work in close contact with nursing staff and volunteers to provide high quality, patient centred activities
- Engage with the multidisciplinary team for the Behaviour Management and Intervention Plan
- Complete relevant and timely resident documentation

Key Performance Indicators

- Annual PDP with management
- Feedback from staff / residents

Key Selection Criteria

Essential Criteria:

- Qualification in (or working towards) Certificate IV in Leisure & Lifestyle or similar
- Experience and or sound knowledge of the Montessori Model of Care and its principles
- Experience in the supervision / management of staff
- Capacity to work as a member of a multidisciplinary team in the delivery of services to the residents
- Self-reliant, motivated, able to work independently and innovatively and respond to a situation where a high level of professional autonomy exists, whilst working within EGHS policies and protocols
- Excellent communication, negotiation, organisational and time management skills
- Able to liaise across the full spectrum of health and welfare services and relate positively to a wide range of people
- Commitment to quality, best practice and environmental safety
- Demonstrated quality customer service skills
- Demonstrated written and computer skills at the level required to fulfil this position
- Current drivers licence

Desirable Criteria

- Knowledge of the Montessori model of Care and its application in aged care

Must comply to having or completion of:

- Fit2Work Nationally Coordinated Criminal History Check - Employee (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- NDIS Worker Screening Check (renewed every 5 years)
- Immunisation requirements (annually)

Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	
Developed By Name	
Developed by Title	