

# Position Description Lifestyle and Group Activities Officer – Community Services



## About BASScare

Boroondara Aged Services Society (“BASScare”) began in 1957 as Canterbury Citizens Welfare Committee. It was formed following recognition by community members that the elderly within the community who were not part of a mainstream church body were often socially isolated, required some assistance and were, in many ways, neglected.

Today, BASScare operates an integrated pathways of services including residential care facilities, respite care, dementia specific services and an extensive community care program that provides care and support to people who wish to continue living in their own homes.

We actively engage with clients, their families, friends and carers to determine their expectations of care and provide the best possible level of residential and community services.

BASScare is focused on putting the integrity and dignity of those for whom we care first and foremost. We are committed to providing quality services to assist clients to maintain independence and achieve a greater quality of life

## Our Vision

To provide high quality integrated aged care services that:

- encourage independence
- embrace diversity
- are flexible; and
- promote choice, dignity and respect for our clients, staff and volunteers

## To Our Employees

At the heart of our success is our people. We seek to provide our employees and volunteers with the resources, skills and knowledge to develop and grow, the opportunity to collaborate with others and the encouragement to challenge themselves. Above all, we are committed to displaying the same level of respect and care towards our employees that we expect them to demonstrate towards our clients.

## Our Values and Behaviours

|   | <b>Level 1</b><br>(Enrolled Nurse, PCAs, Support Workers)  | <b>Level 2</b><br>(Team Leaders, Supervisors, Middle Management, Coordinators)  | <b>Level 3</b><br>(Senior Management)   |
|---|--|---|---|
| <p><b>Client Focused</b></p> <p>Our choices are guided by what is in the best interests of those we serve. We strive to consistently deliver person centred care.</p> | <ul style="list-style-type: none"> <li>• Works to understand the needs of clients.</li> <li>• Looks for ways to enhance the day to day experience of clients.</li> <li>• Prioritises the client’s needs over personal preferences and self-interest.</li> </ul>  | <ul style="list-style-type: none"> <li>• Ensures that a strong client focus remains at the forefront.</li> <li>• Works collaboratively with team members to facilitate the needs of clients.</li> <li>• Provides the resources and capability required to respond to the needs of clients.</li> </ul>   | <ul style="list-style-type: none"> <li>• Makes time to be visible and accessible to clients and front-line employees.</li> <li>• Displays a genuine desire and curiosity to better understand the evolving needs of others internal and external to the business.</li> <li>• Works to build and promote the organisation’s brand, purpose and direction.</li> </ul> |
| <p><b>Respect</b></p> <p>We value people for who they are and show them the same level of compassion, care, and consideration that we would expect.</p>               | <ul style="list-style-type: none"> <li>• Supports and promotes respectful, ethical practices.</li> <li>• Acts openly and honestly.</li> <li>• Demonstrates commitment to personal safety and the safety of others.</li> <li>• Adheres to BASScare policies and procedures, relevant standards, regulations and act.</li> </ul> | <ul style="list-style-type: none"> <li>• Demonstrates flexibility, openness and inclusiveness.</li> <li>• Takes the time to listen and understand the perspective of others.</li> <li>• Clarifies expectations and provides feedback on a frequent and timely basis.</li> <li>• Challenges unproductive behaviour promptly when it arises.</li> </ul> | <ul style="list-style-type: none"> <li>• Invests time in regular communication across a range of audiences and formats.</li> <li>• Encourages the contribution of employees and provides them with the opportunity to share their perspective.</li> </ul>   |
| <p><b>Humility</b></p> <p>We recognise that we are nothing more or less than the people around us.</p>  | <ul style="list-style-type: none"> <li>• Owns up to mistakes.</li> <li>• Celebrates the achievements of others.</li> <li>• Offers and accepts apologies graciously.</li> <li>• Recognises personal strengths and weaknesses.</li> </ul>  | <ul style="list-style-type: none"> <li>• Willingness to do lower level work for the good of the team.</li> <li>• Talks about the general team rather than themselves.</li> <li>• Shares credit for team accomplishments.</li> </ul>   | <ul style="list-style-type: none"> <li>• Encourages others to challenge their ideas.</li> <li>• Focuses on the best interests of the group rather than themselves.</li> <li>• Makes difficult decisions and is willing to change what doesn’t work</li> <li>• Has the courage to ask questions they can’t answer.</li> </ul>  |

## Purpose of the role

The Lifestyle and Group Activities Officer creates, implements and evaluates innovative Social Support group programs that respond to the social, cultural, health-related and spiritual needs of our clients.

## Organisational Relationship

Reports to: Centre Manager Social Support

Direct Reports: Nil

Key Relationships: Social Support team

## Qualifications / Experience

### *Essential*

- Experience developing and facilitating innovative group programs in a Community Services or similar setting
- Excellent Communication skills
- A person centred focus and passionate about working with seniors and their welfare
- Proficient computer and Microsoft Office skills
- Current Full Driver's License
- Current Police Check
- Current First Aid
- The right to work in Australia

### *Desirable*

- Experience working in a health, aged care residential or Not-For-Profit environment
- An understanding of the Aged Care Quality Standards.
- Certificate IV in Leisure and Lifestyle (or equivalent). Other relevant and applicable qualifications or degrees considered.

## Areas of Responsibility

### *Programs and Services*

- Create and implement group activities that respond to the needs and interests of the clients
- Deliver programs and customer service that is client focused, helps promote choice and independence.
- Plan material that is stimulating and intellectually challenging whilst generating strong interaction with participants.
- Assist with program and special event development, preparation and facilitation.
- Assist with serving meals, morning/afternoon tea and coffee at the Community Centre
- Transport clients to and from their homes to a variety of activities at the community centre and venues in the greater Melbourne region in a 12-seater minibus.
- Assist clients with their mobility including in and out of vehicles, walking, loading walkers, walking sticks, and applying seatbelts.
- Undertake further tasks/projects as may be reasonably required and communicated from time to time.

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### *Administration and Compliance*

- Enter client information and keep client notes. Assist with Care Plan reviews and implementation
- Assist with general administration duties.
- Complete vehicle checks, logbooks and cleaning checklists.
- Collaborate with various stakeholders to improve client outcomes
- Assist with developing, reviewing and implementing BASScare policies and procedures and ensuring compliance with Aged Care Quality Standards.

### *Supervising and Customer Service*

- Assists with appropriate delegation and support for volunteers
- Manage enquires and provide excellent customer service to visitors, carers, clients and their families

### *Continuous Improvement*

- Assist to identify, establish, improve and maintain processes for BASScare
- Completes an Improvement Form when there is an identified need to improve
- Actively participates and contributes to Quality Activities which promote quality improvement to care/service provided, such as; follow up of Improvement Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products, equipment and/ or services

### **Occupational, Health and Safety**

- Participate in the risk management program and contribute to a clean and safe work environment to ensure safety of residents/visitors, other staff and self
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue
- Participates in problem solving processes to resolve OH&S issue

### **Ongoing Education**

- Participates in continuing education, including mandatory training
- Membership of relevant professional groups and or associations is recommended
- Reads staff emails and notice boards regularly
- Works toward annual training objectives following appraisal to ensure skills and knowledge to fulfil the role

### **Reporting Requirements**

- Reports on program and service performance to manager
- Reports any issue of concern to the relevant manager

### **Performance Review**

- Annually with feedback during the year

## Signatures

As an Employee of BASScare, I have read and I understand the above position description. I agree that I am able to and will meet my obligations to fulfil this role efficiently and effectively.

.....  
Signed (Employee)

.....  
Signed (Manager)

.....  
Name

.....  
Name

.....  
Date

.....  
Date