

1. POSITION IDENTIFICATION	
Title	Culture & Wellbeing Coordinator
Functional Area	Culture, Community & Wellbeing
Reports to	Culture, Community & Wellbeing Manager
Employment Status	Full Time
Terms of Employment	In accordance with the Emmy Monash enterprise agreement and any successor agreements
Hours of Duty	Monday to Friday 9.00am to 5.00pm

2. POSITION OBJECTIVE
<p>The Culture & Wellbeing Coordinator is responsible for leading a team of staff to coordinate and deliver an innovative Culture & Wellbeing Program that:</p> <ul style="list-style-type: none"> • Meets the needs of Emmy residents and key stakeholders; • Meets or exceeds minimum requirements of any applicable legislation; • Supports the cultural objectives of the organisation and the Emmy community; • Is recognised throughout the industry as best practice

3. GENERAL RESPONSIBILITIES

Conduct	
Key Result Area	Performance Indicators
Role model professional behaviors at all time in adherence with Emmy Monash values, policies and procedures	Compliance with Employee Code of Conduct
Maintain privacy and confidentiality in relation to a personal and health information of staff and clients.	Compliance with organisational procedures in relation to privacy and confidentiality.
Promote Emmy in a positive manner	Maintain a positive and professional manner at all times

Quality / Continuous Improvement	
Key Result Area	Performance Indicators
Participate in the implementation of the Emmy Monash Quality system with respect to the Culture, Community & Wellbeing Department.	<p>Monitor and report monthly KPIs as required.</p> <p>Carry out audits as required.</p> <p>Ensure all C&W team applies infection control, manual handling and safe food practice.</p>
Participate in the development and regular review of quality procedures as required by the Quality Plan	<p>CC&W policies and procedures are regularly reviewed and improved.</p> <p>CCW policies and procedures are developed for new programs in a timely manner</p>
Participate in the continuous improvement process and Emmy Monash Quality System.	Identifies, responds to and implements continuous improvement within the scope of the position via the Quality Improvement Request process.
Ensure information on resident Care Plans is up to date and comprehensive.	Care Plans comply with Standards.

Human Resources (HR)

Key Result Area	Performance Indicators
Recruitment and selection of Culture & Art, Wellbeing and Recreational Assistants	Skilled staff are recruited and selected in compliance with employment legislation and Company policy
Oversee the professional development of C&W staff including orientation, mandatory training and other professional development requirements	<p>All new staff are orientated into Emmy Monash in compliance with Orientation Checklist</p> <p>C&W staff are have the skills and knowledge to perform their jobs to the expected standard</p> <p>Mentoring of staff to ensure standards are in line with program needs</p> <p>Training needs are identified and appropriate education sourced</p> <p>Regular training occurs for C&W staff</p>
Oversee the induction , supervision and performance of volunteers into specific programs	<p>Volunteers recruited to programs are inducted and supervised by C&W staff</p> <p>Feedback to Volunteer Coordinator as required</p> <p>Volunteer satisfaction and retention</p>
Handles staff complaints and grievances promptly and effectively	Staff Grievance Procedure followed to resolve any issues or concerns.
Coordinates fortnightly roster, ensuring staff are allocated to cover absences and in compliance with EBA requirements	<p>Staff are well organized and know where they need to go and what they need to do</p> <p>Staff leave management is organized and absences covered</p> <p>Staff absenteeism is addressed</p> <p>Staff Allocation Sheets are distributed on a daily basis</p>
<p>Promote team effectiveness by:</p> <ul style="list-style-type: none"> - Providing effective team leadership to ensure smooth effective day –to-day operation - Establishing team objectives in consultation with team members which are in line with organisational goals. - Supporting team members in meeting expected outcomes. - Ensure staff meetings are held as scheduled and provide relevant and necessary information to the team. - Ensuring staff receive adequate instruction at commencement of shift - Team members encouraged to take responsibility for own work, and also assist each other where appropriate. - The team is provided with team feedback, and recognition for team contributions occurs. - Issues, concerns and problems identified by the team members are recognised, and addressed within a reasonable time frame, or referred to the relevant position. 	<p>Plans, coordinates, communicates in timely manner . Demonstrated high level of time management and prioritisation</p> <p>Demonstrated high level of problem solving and responsiveness in a fluid environment</p> <p>Demonstrated ability to work efficiently</p> <p>Demonstrated ability to display calmness in a changing environment .</p> <p>Demonstrated ability to motivate team by positive role - modelling</p> <p>Team works as a cohesive unit, and interacts effectively with other business units and external parties.</p> <p>Team / Department goals are achieved.</p> <p>Team meetings are held as scheduled with Agenda distributed prior to meeting, meetings chaired professionally within scheduled time and Minutes distributed after meetings</p> <p>Issues, problems, concerns within teams are addressed and resolved within a reasonable period of time.</p>
Manage individual work performance by:	Performance Appraisals are conducted on time

<ul style="list-style-type: none"> - Implementing the Emmy Monash Staff Development and Performance Review Procedure. - Implementing the Emmy Monash Performance Counselling Discipline and Termination Procedure where necessary. - Analysing and implementing individual and team / department training needs as per the Emmy Monash Training and Development Procedure. 	<p>Performance issues are addressed and resolved promptly Good performance is recognised and acknowledged</p>
<p>Supervise the CC&W Team to deliver good results in:</p> <ul style="list-style-type: none"> • Delivery of programs • Customer service • Teamwork 	<p>Good feedback from residents, family members, volunteers and allied health professionals.</p>

Customer Service	
Key Result Area	Performance Indicators
<p>Ensure adequate level of customer service provided to internal and external customers including but not limited to:</p> <ul style="list-style-type: none"> - Residents - Family members - Emmy community - Medical and Allied Health professionals - Staff members 	<p>Quality services are provided in a timely manner. Trust and confidence, of colleagues, customers, is gained and maintained through competent performance. Customer issues, concerns, or problems with Culture & Wellbeing program are recognised, and addressed within a reasonable time frame, or referred to the Manager Culture, Community & Wellbeing where required.</p>

Development and coordination of Culture & Wellbeing Program	
Key Result Area	Performance Indicators
<p>Under the direction of CC&W Manager, develop an efficient , effective innovative Program that meets the needs and preferences of residents.</p>	<p>High satisfaction ratings by residents and family members of C&W Program Good attendance of residents Program reviews and adjustments in a timely responsive manner</p>
<p>Ensure the Culture Community and Wellbeing program is developed and distributed to all floors on a timely basis.</p>	<p>Updated program and Weekly Changes is available on all floors in a timely manner</p>
<p>Coordinate the C&W Assistants to effectively deliver the Program to residents. Work with Volunteer Coordinator to coordinate Programs delivered by volunteers. Communicates with Volunteers about any day to day changes. Under the direction of CC&W Manager, coordinate the purchase, distribution and storage of resources for Program.</p>	<p>Program is delivered on time by C&W Assistants and Volunteers with minimal disruption to residents. Resources are inventoried , stored and audited appropriately and available for Program delivery.</p>
<p>Coordinate attendance of residents at different programs in line with their needs and wants</p>	<p>Develop and maintain updated system of attendance lists</p>

	Effective communication to C&W staff and nursing to ensure attendance
Coordinate outings in line with policies and procedures	Regular outings planned and implemented
Coordinate resident birthdays and on floor programs that are not designated as a "special event"	Resident birthdays are appropriately celebrated and attended on each floor as per the program.
Oversee the evaluation of each resident's lifestyle program in consultation with the resident, their representative and the health care team on admission and as required to meet scheduled timelines.	Resident needs and wants are documented in Care Plans and regularly reviewed and updated in line with scheduled time frames.
Pass on reports of changes in resident condition to the responsible Nursing staff.	Regular meetings and contact with Nursing staff.
Liaise with Dementia Consultant with respect to specific Dementia programs and staff development needs	Dementia Program is highly regarded by residents and family members. Staff deliver program to required standard.

Work, Health & Safety

Key Result Area	Performance Indicators
<p>Ensure compliance with Occupational Health and Safety Procedures.</p> <p>OH&S issues are identified and reported on Incident Forms for resolution.</p>	<p>Actively promotes good Occupational Health & Safety practice in the CC&W Department.</p> <p>CC&W staff respond appropriately in an Emergency situation.</p> <p>OH&S breaches are investigated and followed up in a reasonable time frame.</p> <p>Models positive behavior by taking reasonable care of own health and safety.</p> <p>CC&W staff attend Manual Handling training and other mandatory training.</p>
<p>Respond to emergency situation as directed and in accordance with the Emergency Procedures Manual.</p>	<p>Good response to emergency situations by CC&W staff.</p>

Complaints Management

Key Result Area	Performance Indicators
<p>Manage, coordinate, investigate and respond to customer complaints.</p>	<p>Complaints are responded to within 7 business days</p> <p>Complaints are investigated and responses developed in a timely manner</p>

Regulatory Compliance

Key Result Area	Performance Indicators
<p>Ensure CC&W team compliance with all relevant legislation and mandatory reporting requirements</p>	<p>Mandatory Reporting Incidents are reported to Culture, Community & Wellbeing Manager for investigation and resolution within Emmy Monash procedures.</p>

Specialist Knowledge/Technical Skills

Key Result Area	Performance Indicators
<p>Maintains accurate and comprehensive knowledge of the relevant Laws, Acts, Regulations, Standards, Charters, competencies and Codes of Practice and responds to instances of illegal or unsafe practice.</p> <p>Has an understanding of the cultural diversity, religious needs and life experiences of older Jewish people.</p>	<p>Demonstrates an accurate and comprehensive knowledge of the relevant Laws, Acts, Regulations, Standards, Charters, competencies and Codes of Practice and responds to instances of illegal or unsafe practice.</p> <p>Demonstrates a positive attitude and commitment to the organisation, including sensitive management of the cultural diversity, religious needs and life experiences of older Jewish people.</p>
<p>Attend training as required by Emmy Monash Aged Care.</p>	<p>Training as required attended.</p>

4. KEY PERFORMANCE MEASURES	
Key Selection Criteria	Key Performance Indicators
<p>Qualification in Occupational Therapy, Diversional Therapy or other relevant Degree.</p> <p>Experience working with older people with dementia and high dependency needs.</p> <p>Proven ability to plan, implement and evaluate programs for group and individual therapy.</p> <p>Previous experience in aged care an advantage.</p> <p>An understanding of the cultural diversity, religious needs and experiences of older Jewish people.</p> <p>High level organisational and time management skills.</p> <p>Ability to lead and manage a team of staff and to be part of an inter-disciplinary team.</p> <p>Good communication and interpersonal skills.</p> <p>Intermediate level of computer competency.</p> <p>Current Police Check.</p>	<p>CC& W team works as a cohesive unit, and interacts effectively with other business units, external parties, volunteers and staff.</p> <p>CC& W Program meets the group and individual needs and wants of residents, as documented in Care Plans. Program is well attended.</p> <p>CC&W Program is recognised throughout Aged Care Industry as innovative and best practice.</p> <p>Care Plans are comprehensive and regularly updated.</p> <p>Accreditation standards and other indicators show quality services are being delivered and comply with Aged Care standards.</p>

Appraisal: Within 3 months, and prior to the conclusion of a 6 month probationary period, and then on an on-going basis, with a formal annual system of performance appraisal based on key performance indicators and performance objectives.

ACKNOWLEDGEMENT

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

I have read, understood and accept the above position description.

Employee's Name:	
Signature:	
Date:	
Direct Manager's Name:	
Signature:	
Date:	