

WHY – About the Team

Kalyna Care (Ukrainian Elderly People’s Home) is a unique, not-for-profit aged care Residential facility that delivers compassionate, personalised services with a special emphasis on European traditions and ambience. We aim to create a home away from home for our European consumers and their loved ones. Kalyna Care seeks to tap into the innovations the new technology represents, build a workforce that is innovative in service, is highly capable and connected meaningfully with consumers and clients to consistently striving to achieve Kalyna Care’s Philosophy.

The Leisure & Lifestyle Team are here to protect and deliver our Mission of responsive and innovative aged care. We foster values of trust and respect for our consumers. We ensure that our personal and clinical care for our consumers right for them as individuals and always delivered with care. Our consumers health and wellbeing is always our priority.

The Leisure & Lifestyle Team brings expertise, care, respect, energy and passion to our consumers' experience. At Kalyna Care we want to be the first choice for consumers of all cultural and traditional backgrounds, by encouraging engagement in what is most important to them – from speaking their own language, to supporting a full cultural and spiritual lifestyle.

Our Philosophy

We believe in providing a flexible and innovative approach to care that respects and embodies cultural diversity through empowerment, autonomy, passion and a positive consumer experience.

Our Vision

Enabling the health, wellbeing and lifestyle of people who are ageing.

Our Mission

To provide innovative and responsive aged care and health care services that are founded on our Ukrainian heritage and traditions.

WHY - Role Purpose

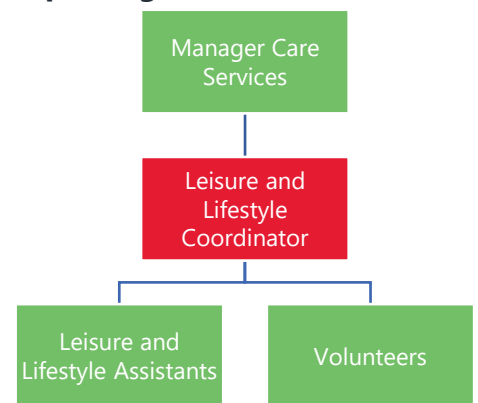
The Leisure & Lifestyle Coordinator is responsible for the management, development and administration of the Leisure and Lifestyle Program, working with relevant staff to ensure a positive and memorable experience by consumers.

The Leisure & Lifestyle Coordinator is responsible for the management and work allocation of Leisure and Lifestyle staff, international and community volunteers.

The Leisure & Lifestyle Coordinator ensures the facilitation of respectful care to consumers that aligns with Our Philosophy and Our values.

The Coordinator will lead our Team with care, strength and expert guidance. Ensuring high-touch communication with the Team and work positively with other Kalyna Care leaders, the role will constantly seek ways to deepen the experience of our consumers to enhance their lives.

Reporting Structure



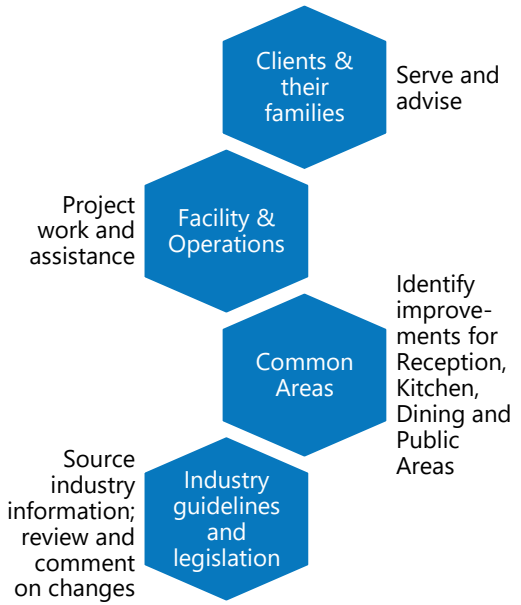
Role Summary

70% Consumer Experience

20% Employee Experience

10% Continuous Improvement

Key Relationships



WHAT - Role Responsibilities

CONSUMER EXPERIENCE

70%

Key Responsibility Areas:

You consider how your every action will impact your Consumer. You always choose to behave in a way that respects your Consumer's home.

- Deepen the experience for the Consumer by taking time to understand Consumer needs, preferences, values and beliefs.
- Respect the broader Consumer – friends and families
- Support the Leisure and Lifestyle Assistants in their duties and needs.
- Support the Volunteers in their duties and needs.
- Organise the range of recreational activities available to consumers, and support stakeholder relationships to develop more opportunities to new activities.
- Arrange and co-ordinate outings for consumers as per their individual choices and preferences.
- Evaluate the consumers recreational plan on a bi-monthly basis. Modify the plans of needed and ensuring documentation of the changes.
- Ensure participation is documented to facilitate the consumers leisure and lifestyle plans.
- Involve and engage the clinical team in profiling the Consumer and turning ideas into actions to show the Consumer respect.
- Plan and advertise the recreational schedule for the following month alongside the Personal Care Workers.
- Respect and protect the rights and confidentiality of clients.
- Ensure all interactions within the community portray Kalyna Care's as a professional and caring provider of Aged Care and Community Services

What Success Looks Like:

Consumers are excited by and happy with Leisure and Lifestyle activities

- consumers are happy, not bored; and behaviour is settled and contented
- consumers look forward to activities and offer suggestions
- Variety of indoor and outdoor activities on offer
- Facility Bus is used often
- Volunteers and Staff are genuine in engaging with activities
- Positive feedback in Consumer and staff surveys
- Appropriate record of meeting minutes and Consumer feedback
- Timely responses to Consumer concerns regarding Leisure and Lifestyle matters.

WHAT - Role Responsibilities

Key Responsibility Areas:

EMPLOYEE EXPERIENCE

20%

You take responsibility for your role in the team and actively contribute to a positive culture by choosing behaviour that is aligned to Kalyna Care values.

- Promote a culture that is built on the values and mission of Kalyna Care.
- Facilitate New Staff Orientation
- Comply with and actively promote Kalyna Care Policies and Procedures, Code of Conduct and Philosophy.
- Ensure effective and mutually beneficial relationships are developed and maintained.
- Lead team activities and staff meetings when required.
- Prioritise own day to day work activities in line with the needs of Kalyna Care and provide direction to team members to help them prioritise their work
- Seek and identify training opportunities which will enhance professional development for both you and the team
- Understand and strive to achieve positive outcomes of Key Responsibility Areas and performance goals.
- Notify MCS where support or development is required.
- Seek to address issues relating to safety and wellbeing in the workplace, and keep the MCS informed or escalate as required.
- Identify top performance and underperformance in the team, and recognise or address appropriately.
- Assist other staff to ensure high levels of lineal practice and improve Consumer outcomes.

CONTINUOUS IMPROVEMENT

10%

You choose to grow personally and professionally in the service of your consumers.

- Actively participate in Continuous Quality Improvement practices and Accreditation activities in order to establish an environment which facilities and promotes a culture of continuous improvement.
- Support Leadership to maintain accreditation standards and funding levels to ensure the future sustainability of Kalyna Care by complying with all relevant legislation and guidelines and administrative directives.
- Supports the policy of continuous improvement throughout the Centre and help develop and implement new initiatives to enhance Consumer service and health promotion.
- Sets examples to others by maintaining high standards of behavior.
- Participate in formal complaints and grievance procedures when required.
- Ensure that self and others are compliant with WHS legislation and operate in accordance with established WHS practice and procedures.
- Take a proactive role in the supervision and education of all staff.

What Success Looks Like:

The Leisure & Lifestyle Team demonstrate Kalyna Care values in their everyday behaviours.

Our Consumer service is high quality, performed by knowledgeable and competent people.

A safe environment is provided for consumers and Team.

- Engaging with Manager Care Services:
- Stay up to date with Team and Organisational communication
 - Participate in staff surveys
 - Provide feedback proactively to Leadership
 - Consumer feedback trends positively

- Engaging with colleagues and team:
- We greet each other in every interaction
 - We use each other's names
 - We look each other in the eye when speaking
 - We invite everyone to speak if they have something to say
 - We do not engage with gossip
 - We give positive feedback
 - We are honest and constructive in feedback
 - We ask questions
 - We ask for help, and we provide help when asked

- Best practice service being delivered for our consumers
- Positive feedback from consumers on quality of care
- Competent and qualified workforce effectively performing their roles.
- Proactive action taken to maintain certificates and qualifications required to perform the role effectively

- Clinical KPIs evidence that care standards are being maintained
- Communicate and escalate all WHS related issues. Stay up to date with WHS communications via staff meetings, emails, notice boards, etc.
- Maintain a safety-first mindset in all actions.

HOW – Behavioural Expectations

To ensure we are behaving in a way that creates a harmonious and productive home for our consumers, all Kalyna Care employees are expected to live our values. For more information on the behavioural expectations, refer to the Kalyna Care Code of Conduct.

At Kalyna Care, we value RESPECT – for and with; those we care for, those we work with and those with whom we have involvement:

- I** IMPROVEMENT
- R** RESPECT
- E** EMPATHY
- S** SUPPORT AND IMPROVEMENT
- P** PRIVACY AND DIGNITY
- E** EQUITY AND ENCOURAGEMENT
- C** COMPASSION
- T** TRUST
- U** UNDERSTANDING

Key Attributes of YOU

Can Do (Technical skills, qualifications)

- I am qualified, I have a Certificate IV in Leisure and Health or a similar discipline.
- I have 3 to 5 years demonstrated experience as a Leisure and Lifestyle Coordinator within a Residential Aged Care Facility and a further 5 years experience as a Leisure and Lifestyle Assistant.
- I have knowledge of the Aged Care Standards and Accreditation.
- I can speak, understand and write in English very well
- I am tech-savvy. I can confidently use a smartphone and a computer, and can teach others
- I have experience leading and engaging a team to perform at their best.
- Proficient skills in Autumn Care Consumer Management System.

Desirable:

- Experience in Alternative therapies
- Ability to speak or read Slavic languages

Will Do (Motivation, attitude, why this role)

- I take an active interest in cultural norms and values. I share my ideas and inspire others to be creative
- I am proactive. I don't see problems, I see challenges that must be solved. I lead others to be 'solvers' too

Will Fit (Values, culture fit, personality, communication style)

- I am energetic! I brighten every room that I enter and it brings me joy to see people smile
- I am collaborative. I like to involve the Client and the Clinical Team
- I own my job. I am not afraid to make decisions and I 'fess up when I mess up
- I feel. I have empathy for my Clients, it makes me happy to see them happy

Acknowledgement:

I accept the position description as stated above and that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

Print Name: _____

Signature: _____

Date: _____