



Role Title:	Activities Assistant
Location:	Alpine Health
Service Unit:	Clinical
Role Summary:	<p>The Activities Assistant will work to improve the health and well-being of the Alpine Health clients by providing social and recreational activities.</p> <p>The Activities Assistant will establish and implement activities from the basis of a person centred care philosophy.</p>
Classification:	As per the Victorian Public Health Sector (Health Professionals, Health and Allied Health services, Managers and Administrative Officers) Enterprise Agreement 2011-2015
Employment contract:	Part of full-time permanent
Remuneration:	Remuneration will be in accordance with the above Award, TC1 – Allied Health Assistant Grade 2. Salary Sacrificing is available.
Key Performance Indicators:	Appendix 1

Education, skills, knowledge and behaviour.

The incumbent will be required to possess the following levels of education, skills, knowledge and behaviour.

Education: Meets at least the minimum education requirements.

- Minimum Certificate III qualification in Leisure and Lifestyle, Aged Care, or equivalent
- Senior First Aid, Level 2

Skills: Plans and Implements – Interprets information to plan, and implement strategy to ensure and maintain a high standard of service provision. Contributes to the clinical environment by providing a responsive and professional service, engaging and collaborating in the work of others and supporting that work, and commissioning assistance as necessary.

- Ability to practice across the scope of the four key competency domains of practice for the Allied Health Assistant (outlined in detail below).
- Work in accordance with the expressed desire and need of individual clients
- Ability to develop and pursue goals in keeping with overall organisational objectives
- Ability to translate standards and improvement opportunities into best practice
- Current Driver's Licence.
- Strong computer knowledge and keyboard skills.
- Ability & willingness to contribute to program development & implementation of new initiatives
- The ability to work independently

Knowledge: Can apply knowledge independently and in response to diverse situations.

- Demonstrated experience knowledge and understanding of contemporary ethical issues pertinent to the health profession.
- Demonstrated ability to apply knowledge independently and within diverse situations.
- Demonstrated ability for effective communication, either written or verbal, with staff at all levels, patients, families and visitors.
- Demonstrated understanding and commitment to Quality, Infection Prevention and Control, and WH&S principles.
Demonstrated knowledge of documentation requirements within hospital and aged care environments
- Demonstrated commitment to the provision of the Charter of Residents Rights and Responsibilities.
- Demonstrated capacity to conduct activities programs for aged population
- Demonstrated ability to work effectively with clients with a disability/impairment

Behavioural and Personal traits: Maintains a high level of self-awareness and is able to make choices about the applying behavioural and personal traits in various situations to effect the best results.

- **Responsiveness:** Provide frank, impartial and timely advice to the organization; high quality services to the organization and the community; and identify and promote best practice.
- **Integrity:** Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- **Strategic Thinking:** the ability to identify and develop goals in keeping with the strategic directions of Alpine Health and State and Commonwealth Policy;
- **Impartiality:** Make decisions, and provide advice on merit and without bias, caprice, favouritism or self interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- **Accountability:** Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- **Customer Focus:** Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- **Respect:** The treatment of others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. The ability to maintain confidentiality and to recognize the rights, dignity and independence of all people.
- **Quality Improvement:** To participate in continuous quality improvement activities as required by Alpine Health.
- **Human Rights:** To respect and promote the human rights set out in the Victorian Charter of Human Rights and Responsibilities (included in part C of the Alpine Health Code of Corporate Governance).
- **Leadership:** The ability to actively implement, promote and support organisational key qualities.

Key Competency Domains

The level of competence expected to perform in each of the four domains is as follows:

Domains 1 through 4 below are informed by the skills, knowledge and behaviours listed above.

Domain 1: Response to Care Requirements

Undertakes a collaborative approach to achieving both person focused care and continuity of care for clients of Alpine Health. Optimises client independence through individual and group activities established in collaboration with clients, families and Alpine Health's Health Care Team.

Domain 2: Inter-Professional Teamwork

Forms and manages relationships within a multi-disciplinary team, work with the team to provide the continuum of care to identified persons, provide leadership and management as appropriate and engage in continuous improvement

Domain 3: Professional Communication

Employs professionally appropriate communication styles in a range of contexts. Uses a range of techniques to elicit and provide information when working with people and ensures a high quality of care when working with colleagues.

Domain 4: Personal Effectiveness

Manages self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth.

Appendix 1

Key Performance Indicators

Service Unit – Clinical

Role – Activities Assistant

Patient Experience that Matters	Healthcare that Matters	Workforce Experience and Configuration that Matters	Partnerships that Matter	Sustainability that Matters
<p><u>Governance for safety and quality.</u></p> <ul style="list-style-type: none"> Contributes to the Team meeting schedule with evidence of regular meeting participation. Participates in the development and maintenance of activities based operational performance indicators linked to workplace strategy. Participates in workplace wide accreditation process and the Activities Assistant based response. Contributes to standards monitoring through auditing schedule and a continuous improvement plan. Participates in broader workplace Committee structure accesses committee agenda development and subsequent minutes pertinent to role. Maintains administrative functions associated with role Accepts delegation and supervision decisions within scope of practice / role <p><u>Individual and Group Activities</u></p> <ul style="list-style-type: none"> Promotes an efficient and quality client experience. Promotes the notion and establishment of client advocacy. Participates in the establishment and review of systems that support the prioritisation of client need. Participates in a model of person centred / goal orientated care. Assists with behaviour management and the support of residents' spiritual, social, cultural, physical and emotional needs 	<p><u>Patient experience of care.</u></p> <ul style="list-style-type: none"> Participates in the monitoring and measurement of systems that capture the 'voice of the patient' including patient feedback, satisfaction surveys. Recognises own professional obligation to contribute to the satisfaction of the patient experience. <p><u>Healthcare quality</u></p> <ul style="list-style-type: none"> Participates in the monitoring and measurement of systems that capture the 'voice of the business' including clinical case reviews and incident management review. Seeks innovative methods of healthcare delivery based on efficiency and effectiveness gains and raises these within the healthcare team as appropriate. 	<p><u>Workforce management</u></p> <ul style="list-style-type: none"> Maintains proper credentialing appropriate for the participation in the professional workforce Participates in workforce rostering practices for the deployment of staff, and for the management of all leave. Promotes a safe workplace through the team meeting agenda, team review of incidents, orientation of new staff, reflection on and participation in workplace safety audits and preventative training programs for staff workplace safety Engages in regular performance reviews consistent with workplace performance management policy guidelines. Supports and guides the work of volunteers engaged within activities programs Supervision of Aged Care volunteers <p><u>Workforce accountability</u></p> <ul style="list-style-type: none"> Assumes accountability for personal actions and decisions <p><u>Undergraduate and post graduate program support</u></p> <ul style="list-style-type: none"> Participates in the support of student and staff development programs. Actively encourage and facilitate the education of peers, colleagues and students. 	<p><u>Partnerships and relationships</u></p> <ul style="list-style-type: none"> Contributes to effective communication within the health service team Participates in key relationships aimed at promoting quality and efficiency of care. Contributes effectively to care coordination with other agency(s) and key stakeholders. Engages with clients and their families (or representatives) 	<p><u>Economic sustainability</u></p> <ul style="list-style-type: none"> Incorporates economic efficiency and productivity targets into practice as defined by line manager. Uses improvement methodology to support practice. <p><u>Logistics and procurement</u></p> <ul style="list-style-type: none"> Utilises inventory within budget allocation and seeks additional efficiencies Maintains a commitment to procurement practices through workplace defined delegation standards <p><u>Equipment and infrastructure</u></p> <ul style="list-style-type: none"> Ensures familiarity with all new equipment and that other team staff are orientated to its safe use <p><u>Environmental management and sustainability</u></p> <ul style="list-style-type: none"> Contributes to energy reduction as a key unit based principle <p><u>Capital planning</u></p> <ul style="list-style-type: none"> Contributes to capital budget planning discussion with line manager <p><u>Business continuity management</u></p> <ul style="list-style-type: none"> Contributes to risk mitigation processes to minimise the likelihood and consequence of operational risks. Participates in a schedule for team and work location based emergency and disaster response planning <p><u>Knowledge & information management</u></p> <ul style="list-style-type: none"> Complies with workplace IT security priorities

				<p><u>Risk management</u></p> <ul style="list-style-type: none"> • Participates in an agenda of continuous policy, procedure and work practice review • Participates in compliance with team based staff orientation program • Participates in specific organisational risk management processes, e.g. Riskman
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Document Authorisation

Senior Manager signature: _____ Date: _____

Staff signature: _____ Date: ____