



POSITION DESCRIPTION

Position Title:	<i>HEALTH AND WELLBEING COORDINATOR</i>
Reports To:	<i>Community Leader South A WA & Health and Wellbeing Manager</i>
Location:	<i>Community South A WA Residential Care Facilities and Sisters living in a community setting</i>
Parameters:	<i>2 year Maximum Term Contract Part Time: 2-3 days per week 20-30 hours per fortnight</i>
Date Prepared:	<i>August 2023</i>
Approved By:	<i>Community Leader South A WA/ Human Resources Manager/ Health & Wellbeing Manager</i>

Organisational Context

The Institute of Sisters of Mercy of Australia and Papua New Guinea (“Institute”) is a religious congregation of Catholic women who endeavour to advance the Reign of God by engaging in the spiritual and corporate works of mercy.

In all aspects of their lives, Sisters of Mercy are motivated by the Gospel of Jesus Christ and inspired by the founding vision of Venerable Catherine McAuley who, with two companions, began the Sisters of Mercy in Dublin in 1831.

Sisters of the Institute are governed by an elected Leader and Council (the Leadership) and serve individually in a variety of ministries.

Concerning its day to day administration, the Institute is served by a dedicated team of people who deliver a broad range of professional and administrative services from a number of locations throughout Australia and Papua New Guinea. These employees work closely with their colleagues, the Executive Director ISMAPNG, the Leadership and the Institute’s communities.

There is an expectation that all employees will consistently respect and uphold the workplace values of the Institute which are:

- Integrity
- Hospitality
- Unity of purpose
- Diligence for Excellence
- Respect for all



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Primary Purpose of the Position

The Health and Wellbeing Coordinator acts as a trusted and knowledgeable point of contact for the Community Leader, community members and health and wellbeing team members. Reporting to the Health and Wellbeing Manager the coordinator will identify individual, and community needs for the Sisters, plan and coordinate formal services, review resource allocation and advocate for the wellbeing of Sisters. The health and wellbeing coordinator will support and guide the health and wellbeing team members, to ensure care is person centred and promotes an individual's strengths, independence, and autonomy.

Reporting Relationships

<u>Direct Reports to this Position</u>	<u>Indirect Reports to this Position</u>
<ul style="list-style-type: none">• Community Leader• Health and Wellbeing Manager	<ul style="list-style-type: none">• Wellbeing Team Members

Key Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none">• Community Leader South A WA• Health and Wellbeing Manager• Health and Wellbeing Team members• Community Sisters• Alphington office (as required)• Sister of Mercy pastoral carer(s) for residential care	<ul style="list-style-type: none">• Staff of Residential Care Facilities including GP, Medical Specialists, Allied Health staff and Nursing staff• Sisters' family members, as applicable• Aged care providers

Key Decision Making

<u>Decisions Expected</u> <ul style="list-style-type: none">• Flexible adaptive care and support for the general wellbeing of Sisters to meets their changing needs
<u>Recommendations Expected</u> <ul style="list-style-type: none">• Liaise with the Community Leader and Health and Wellbeing Manager in relation to any significant changes in the Sisters' lives• Only activities within this positions scope of practice will be undertaken



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Key Accountabilities and Responsibilities

Leadership, Case Management and Support

- Create and maintain a trusted relationship with the Community Leader and Health and Wellbeing Manager
- Provide full oversight of all care provided to Sisters' in the community
- Coordinate and monitor effective and efficient access and coordination of care and services for the Sisters across the community
- Assist the Sisters to engage lifestyle choices which promote healthy ageing, person centred care and independence
- Liaise with formal service providers and make/manage referrals as required
- Undertake reviews of care and support as required
- In consultation with the Community Leader, coordinate transfer into residential care as required
- Coordinate admissions and discharges to/from hospital/respite settings and be the point of contact
- Liaise and collaborate with General Practitioners, medical and allied health teams, including attendance at medical appointments, if required
- Monitor utilisation of home care packages/formal services and review their efficiency, appropriateness and utilisation of funds
- Consider efficiency of health and wellbeing staffing model within the community and provide reports as required
- Build strong relationships with community stakeholders and residential aged care facilities
- Provide education and advice to Sisters/Community Leader on ageing and aged care literacy/navigation of the aged care system
- Educate the Community Leader, Sisters and other support staff about relevant legislation, policies and procedures to improve health
- Work with other Health and Wellbeing Coordinators across the Institute to share learnings and contribute to the further development of the Health and Wellbeing of the Sisters
- Support the Sisters during periods where team members may be on leave
- Where required, act as an advocate for a Sister.

Staff and resource management

- Build, maintain and lead an effective and harmonious team
- Promote positive workplace culture through active engagement in the workplace and leading by example
- In consultation with the Health and Wellbeing Manager, advise and recommend a sustainable health and wellbeing staffing model with efficient use of staff resources



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- In consultation with the Health and Wellbeing Manager, build and develop the skills, capabilities and facilitate education for the health and wellbeing team
- Coordinate and chair local monthly health and wellbeing team meetings
- Liaise with external health and wellbeing contractors/stakeholders
- In collaboration with the Health and Wellbeing team members, ensure ongoing monitoring of Home Care Packages to ensure the Sisters receive the services that they require
- Ensure timely and regular staff communication and consultation
- Actively participate and comply with annual Performance Reviews for yourself and team members
- Seek opportunities for innovative improvements

Administration

- Maintain effective reporting that is accurate, timely and in accordance with organisational requirements
- Review documentation of team members and monitor their schedules
- Undertake required administrative duties associated with the provision of services
- Ongoing liaison with the Community Leader with open and respectful communication regarding the long term care of Sisters and report any concerns or significant changes regarding a Sister's health and wellbeing in a timely manner
- Maintains staff and Sister confidentiality at all times
- Ensure accurate invoicing of services and invoices are paid by due dates as required
- Participate in professional development opportunities as requirements

Values & Formation

- Demonstrate values and behaviours that are in line with the values and ethos of the Institute including an alignment with the mission of hearing the cry of Earth and the cry of those rendered poor, in the context of Integral Ecology and care for our common home
- Actively participate in Mercy formation available within the Institute.

Safety of Children and Vulnerable Adults

The Institute is committed to ensuring zero tolerance of abuse in all its forms by creating a culture of safety and respect for all, including prioritising the safety and best interest of all children and vulnerable adults with whom we have contact. All staff and those who work with us are expected to take all reasonable steps to ensure the protection of children and vulnerable adults and to comply with our safeguarding policies and procedures, including responding to and reporting all suspicions and allegations of abuse.

Staff who have access to children through their role must have a valid Working with Children Check. All other staff, prior to commencement, must have a valid National Police Check.



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Workplace Health and Safety

- Identify and respond to any safety issues
- Attend the workplace and adhere to the Institute's COVID-19 safety guidelines
- Comply with all WHS accountabilities and responsibilities relevant to the position as defined in WHS/P – 004 Structure and Responsibilities in the WHS Management System.
- Adhere to safe work practices and ensure safe working environment for Sister, yourself and your colleagues and report any hazards or incidents

Essential Requirements

- Current and unrestricted WA Driver's licence
- Demonstrated working history within the aged care/disability or community setting
- Strong knowledge and understanding of community services which support older people to live in their homes
- Experience in leading and supporting a team
- A valid National Police and Working with Children Check
- Well-developed communication, listening and negotiating skills
- A personal desire to support elderly people to live valued and meaningful lives

Qualifications, Experience & Competencies

- Sound knowledge of community services
- Ability to work autonomously and as part of a team
- Experience in case management/care coordination/relationship management skills
- Ability to build rapport and maintain effective relationships with key stakeholders
- Demonstrated ability to work with tact, discretion and confidentiality
- Well-developed interpersonal and negotiating skills
- Excellent written communication
- Well-developed computer skills, including proficiency with MS Office programs, Outlook, Word and Excel
- Ability to identify and prioritise complex problems and issues, generate solutions and work collaboratively to achieve a successful outcome
- Knowledge of healthy ageing
- Ability to take initiative and show sound judgement
- Consistently shows respect and values each person's dignity
- Sensitivity to Catholic values and culture
- A commitment to uphold and support gospel values and Mercy ethos



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Other Matters

- All employees and contractors are required to comply with the policies and procedures adopted by the Institute
- This Position Description is subject to any Letter of Offer relating to the position
- This Position Description is not intended to be all inclusive. All employees are expected to undertake other tasks and take on other responsibilities reasonably required to meet the Position Objective.