



## POSITION DESCRIPTION

<b>Position Title:</b>	<i>HEALTH &amp; WELLBEING OFFICER</i>
<b>Reports To:</b>	<i>Health and Wellbeing Coordinator and/or delegate, Health &amp; Wellbeing Manager</i>
<b>Location:</b>	<i>Sisters living in community and residential care in the Brisbane community.</i>
<b>Parameters:</b>	<i>Award: Part Time 2 year Maximum Term Contract 2-3 Days (15 hours per week) 30 hours per fortnight – flexibility in workdays may be required and would be highly regarded (Potential for additional hours)</i>
<b>Date Prepared:</b>	<i>11 July 2024</i>
<b>Approved By:</b>	<i>Community Leader North/Health and Wellbeing Manager/Human Resources 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 engage with the call of God’s Mercy by responding to the cry of the earth and of those rendered poor.

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, in collaboration with the Leadership and Institute’s communities, deliver a broad range of professional and administrative services from a number of locations throughout Australia and Papua New Guinea.

The Institute’s workplace values are:

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



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### Primary Purpose of the Position

To provide person-centered and wholistic support to the sisters living in the Brisbane community, whilst encouraging their 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"><li>• Nil</li></ul>	<ul style="list-style-type: none"><li>• Nil</li></ul>

### Key Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none"><li>• Community Leader North</li><li>• Assistant to the Community Leader</li><li>• Health and Wellbeing Coordinator</li><li>• Sisters Companion/Primary contact person</li><li>• Sisters in the Brisbane area</li><li>• Community Support Assistant</li><li>• Alphington office (as required)</li><li>• Sister of Mercy pastoral carer(s) for residential facility</li></ul>	<ul style="list-style-type: none"><li>• Staff of Residential Care Facilities including GP, Medical Specialists, Allied Health staff and Nursing staff</li><li>• Sisters' family members, as applicable</li></ul>

### Key Decision Making

<u>Decisions Expected</u> <ul style="list-style-type: none"><li>• Flexible adaptive care and support for the general wellbeing of sisters to meet their changing needs.</li></ul>
<u>Recommendations Expected</u> <ul style="list-style-type: none"><li>• Liaise with the Health and Wellbeing Coordinator (or her delegate) in relation to any significant changes in the sisters' lives.</li><li>• Only activities within this position's scope of practice will be undertaken.</li></ul>



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### **Key Accountabilities and Responsibilities**

#### Health and Wellbeing Care in a Residential Facility

- Arrange visits on an individual needs basis and in consultation with the Health and Wellbeing Coordinator (or her delegate) to sisters living in aged care facilities.
- Provide practical assistance to sisters experiencing difficulties adjusting to the ageing process. Act as an advocate with their health-related issues and enable them to obtain the best medical attention.
- If required, accompany sisters to appointments using Institute car, inform the nurse on duty of departure time and expected return time and ensure the sister has the required documentation for the appointment. On return to the facility, report to the nurse on duty relevant details of the appointment and recommendations for follow up. Document outcomes on SharePoint.
- Communicate any observed changes in the general health of the sisters, including incidents and injuries, to the Nurse in charge at the facility and Health and Wellbeing Coordinator (or delegate)
- Establish a professional and supportive relationship with each sister, demonstrating an interest in her, her care and wellbeing, and provide an opportunity for her to express her concerns and wishes, or just 'chat', in a safe environment.
- Be aware of sisters' needs, which may be unspoken.
- Ensure personal carers at the facility assist with meals, as required.
- Be alert and responsive to the personal needs of the sisters e.g. grooming, dressing, hygiene.
- Attend to a sister's personal items, (if requested and with sensitivity) e.g. organising and sorting clothing, drawers, wardrobes and cupboards and advise the facility staff and/or Health and Wellbeing Coordinator (or her delegate) if something is lacking in a sister's personal care.
- Ensuring walking aids and other equipment which sisters use are clean, functional, and well maintained. Report concerns around safety of equipment to the Nurse in charge and the Health and Wellbeing Coordinator (or her delegate) and document action on SharePoint.
- Assist with reading and writing of letters, making phone calls, or using an electronic device like an iPad.
- Assist sisters with visitors and/or making phone calls to family and friends, if required
- Provide encouragement for sisters to attend facility initiatives e.g. exercise classes and social interactions.
- Where safe and approved by facility staff, take sister for a walk to strengthen balance and mobility and to experience a change of environment.
- Accompany and transport sisters to and from celebratory functions and undertake shopping as required.



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- Alert the appropriate person at the facility (the Nurse on duty, the Manager or Maintenance person) of any maintenance issues and document this on SharePoint.
- Advise the Health and Wellbeing Coordinator (or her delegate) if you become aware that a sister has registered a concern/complaint to an employee of the facility.
- Assist with financial and banking needs for the sisters as required.

### Extraordinary Responsibilities

At times of extraordinary circumstances, the following activities may incur additional hours of work, with the prior approval of the Health and Wellbeing Coordinator (or her delegate):

- Times when sisters are seriously ill in hospital.
- Times when a sister is dying.
- At the end of preparation for a sister's Requiem Mass and funeral.

### Health and Wellbeing Care for a sister living in the Community Setting

Arrange visits on an individual need's basis and in consultation with Health and Wellbeing Coordinator (or her delegate), to sisters living in independent living units or in the community.

In consultation with the Health and Wellbeing Coordinator (or her delegate), the following tasks and responsibilities may be required for some sisters living independently:

- Provide assistance and emotional support to ensure the care and wellbeing of the sisters, giving special attention to anyone with particular needs e.g. illness/mental wellness.
- Communicate any changes in sister's physical, mental or cognitive ability to the Health and Wellbeing Coordinator (or her delegate).
- Undertake wellbeing activities in liaison with an individual sister.
- Advise Health and Wellbeing Coordinator (or her delegate) if care needs are not being accurately met and sister requires support of formal services in the community or in relation to a residential setting.
- If formal services are required, provide support to sister through referral and assessment process if required.
- Liaise with formal service provider, if sister is unable to do so.
- Act in the role of the sister's advocate where required and communicate outcomes with the Health and Wellbeing Coordinator (or her delegate)
- Be alert and responsive to the personal needs of the sisters e.g. grooming, clothing and hygiene. Report any issues to the Health & Wellbeing Coordinator (or her delegate).
- Ensuring walking aids and other equipment that sisters use are clean, functional, and well maintained. Report concerns regarding safety of equipment to the Health and Wellbeing Coordinator (or her delegate) and document action on SharePoint.



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- As required:
  - Accompany a sister to emergency and/or hospital using Institute car during normal working hours or as negotiated with Community Leader/Assistant to the Community Leader and Wellbeing Coordinator.
  - Visit sister in hospital.
  - Assist with reading and writing letters.
  - Assist with family visits.
  - Personal shopping using Institute car (if sister receives a Home Care Package or Commonwealth Home Support Program, this service should undertake this activity).
  - Accompany and transport sisters to and from medical and dental appointments if sister is unable to drive/or cannot access appointment independently. (If a sister has Home Care Package or Commonwealth Home Support Program this service is encouraged to transport a sister to the following appointments: hairdresser, beautician, physiotherapy, and non-medical appointments).
  - Assist with coordination of major celebrations including birthdays, liturgical and jubilees.
  - Attending to the disposal of a sister's personal belongings after her death or when moving into residential care with the support of local sisters.

### **Teamwork, Communication and Administration**

- Regularly monitor and observe sisters and report any concerns or significant changes to the Health and Wellbeing Coordinator (or her delegate).
- Liaise with the Health and Wellbeing Coordinator (or her delegate) regarding a sister's formal services and the needs of the sister.
- Work collaboratively with the Health and Wellbeing team members.
- Maintain accurate records on SharePoint for sister and communicate any urgent needs/changes via phone or email.
- Prepare a schedule of all proposed visits a week-month in advance and submit to Health and Wellbeing Coordinator (or her delegate)/upload onto SharePoint.
- Attend scheduled team meetings with the Health and Wellbeing Coordinator (or her delegate) and Health and Wellbeing team.
- Ensure all sisters' rights and confidentiality are maintained at all times.
- Immediately report any incidents which may relate to abuse, neglect or exploitation of a person receiving care to the Nurse in charge of the facility, the Health and Wellbeing Coordinator (or her delegate).
- Ensure fortnightly timesheets are signed and submitted at the designated time to the Health and Wellbeing coordinator (or her delegate) as per local guidelines.
- Adhere to policies, procedures, workplace instructions and the Code of Conduct.
- Adhere to safe work practices and ensure safe working environment for sister, yourself and your colleagues and report any hazards or incidents.



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- Participate in training as required for the position.
- Other duties as directed.

### 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.

### 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.

### **Required Skills, Knowledge and Experience**

- Certificate III (desirable) in Aged Care/Home and Community Care or related discipline with knowledge of mental health and dementia issues
- Experience in care coordination (desirable)
- 2+ years' experience in Aged Care
- Commitment to teamwork and team accountability and an ability to take initiative and work independently when required.
- Competent written, verbal communication skills and basic computer skills.
- Strong knowledge and experience of aged care principles.
- A personal desire to support elderly people to live valued and meaningful lives.
- Ability to handle sensitive issues with diplomacy and discretion.
- Punctual and reliable, caring and attentive personable attributes.



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- Current Queensland Driver's Licence.
- A commitment to uphold and support Gospel values and Mercy ethos.
- Sensitivity to catholic values and culture.

### **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.