



POSITION DESCRIPTION

Position Title:	<i>WELLBEING AND HEALTH OFFICER</i>
Reports To:	<i>Wellbeing and Health Coordinator and/or their delegate, Wellbeing and Health Manager</i>
Location:	<i>Community Central B Norther Rivers region Residential Care Facilities and/or sisters living in a community setting</i> TRAVEL REQUIREMENT <i>This role may be required to travel across Northern Rivers region which spans from Ballina and Port Macquarie. Primarily the travel will be between Grafton and Casino and surrounding suburbs</i>
Parameters:	Award: Part Time 1 year Maximum Term Contract 2-3 Days (15 hours per week – flexibility in workdays may be required and would be highly regarded with potential for additional hours)
Date Prepared:	14 July 2025
Approved By:	<i>Community Coordinator/Wellbeing and Health 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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Wellbeing Vision for Wellbeing and Health:

“Building and/or maintaining connections which are life giving and individual for each sister”.

Primary Purpose of the Position

To provide person-centered and holistic support to the sisters living in the Northern Rivers Region and surrounding areas, 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">• Nil	<ul style="list-style-type: none">• Nil

Key Relationships

<u>Internal</u>	<u>External</u>
<ul style="list-style-type: none">• Wellbeing and Health Coordinator• Wellbeing and Health team members• Community Leadership• Sisters living within this community• Community Support Assistant• Alphington office (as required)• Sister of Mercy pastoral carer(s) for residential facility	<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• Mercy Health contractors• Providers of community-based services

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



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Key Accountabilities and Responsibilities

- Create and maintain trusted relationships with Community Leadership and sisters living within the community.
- Awareness and understanding of the wellbeing and health needs of sisters living within the community
- Maintain contact (either by visit or phone) with sisters living in the community or residential aged care setting on an individual need's basis and in consultation with the Wellbeing and Health Coordinator (or their delegate).
- Communicate any changes in sister's physical, mental or cognitive ability or environmental safety to the Wellbeing and Health Coordinator (or their delegate).
- Advise Wellbeing and Health Coordinator (or their delegate) if sister's ability to care for herself is diminishing/diminished and this places her at risk and/or she requires a review of her needs.
- Advise Wellbeing and Health Coordinator (or their delegate) if sisters' care needs are not being met appropriately and if formal services may be required to meet her needs (this may be community services or residential services).
- If formal services are required, provide support and assistance to guide sister through the referral and/or assessment process as required.
- If required, support sister to manage and coordinate ongoing formal services and/or health related services and liaise with formal service provider and/or health professional.
- Act as an advocate to sisters experiencing difficulties adjusting to the ageing process and enable them to obtain the best medical attention.
- Encourage sisters to engage in lifestyle choices which promote healthy ageing, person centred care and independence.
- Encourage engagement in wellbeing activities in liaison with each sisters' preferences and where required, facilitate wellbeing engagement in a group or individually.
- Monitor walking aids and other equipment used to ensure it is clean, functional and well maintained. Report concerns regarding safety of equipment to the Wellbeing and Health Coordinator (or their delegate) and document action on SharePoint as required. For sisters in residential care report any concerns to the Nurse in charge.
- Accompany and transport sisters to and from medical and major dental appointments if sister is unable to drive, is unable to access the appointment independently and/or she requires personal support due to a health condition. (NOTE If a sister has a Home Care Package/Support at Home or Commonwealth Home Support Program this service is encouraged to provide transport. These services should transport sisters to the following appointments: routine GP and dental appointment, hairdresser, beautician, physiotherapy, standard pathology appointments and non-medical appointments).



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- Assist with reading and writing letters, making phone calls or using an electronic device like an iPad.
- Assist with personal shopping following consultation with Wellbeing and Health Coordinator (or their delegate) if sister receives a Home Care Package/Support at Home or Commonwealth Home Support Program, this service should undertake this activity.
- If requested assist with coordination of major celebrations including birthdays, liturgies and jubilees.
- Assist with transport to/from hospital (if no other transport options available) and visit sister in hospital, if required.
- Assist with family visits if required.
- If requested by Community Leadership/ Wellbeing and Health Coordinator (or their delegate) attend to the disposal of a sister's personal belongings / after her death or when moving into residential care with the support of local sisters/formal services.
- Accompany and transport sisters living in residential care to appointments. 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, report to the nurse on duty relevant details of the appointment and recommendations for follow up.
- Accompany and transport sisters in residential care to and from celebratory functions.
- Communicate any observed changes in the general health of the sisters living in residential care, including incidents and injuries, to the Nurse in charge at the facility, the Wellbeing and Health Coordinator (or their delegate).
- Establish a professional and supportive relationship with each sister living in residential care, 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 sisters living in residential care are assisted with meals, as required.
- Be alert and responsive to the personal needs of the sisters living in residential care e.g. grooming, dressing, hygiene.
- Attend to a sister's personal items (if requested and with sensitivity) of sisters living in residential care, e.g. organising and sorting clothing, drawers, wardrobes and cupboards and advise the facility staff and/or Wellbeing and Health Coordinator (or their delegate) if something is lacking in a sister's personal care.
- Provide encouragement for sisters living in residential care to attend lifestyle initiatives e.g. exercise classes and social interactions.
- Where safe and approved by residential care staff, walk with sister to promote balance, mobility and a change of environment.
- Alert the appropriate person in residential care (Nurse on duty, Manager or Maintenance person) of any maintenance issues and document on SharePoint as required
- Advise the Wellbeing and Health Coordinator (or their delegate) if you become aware that a sister living in residential care has registered a concern/complaint against an employee of the residential facility.



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- Purchase items on a sisters behalf and/or assist with financial management for medical expenses at medical appointments for sisters living in residential care.

Extraordinary Responsibilities

At times of extraordinary circumstances, the following activities may incur additional hours of work, with the prior approval of the Wellbeing and Health Coordinator (or their 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.

Teamwork, Communication and Administration

- Regularly monitor and observe sisters and report any concerns or changes in ability and/or function to the Wellbeing and Health Coordinator (or their delegate).
- Liaise with the Wellbeing and Health Coordinator (or their delegate) regarding the needs of the sisters (including current formal services or needs for access to formal services).
- Work collaboratively with the Wellbeing and Health team members.
- Maintain effective reporting and record keeping that is accurate, timely and in accordance with organisational requirements and communicate any urgent needs/changes via phone or email.
- Undertake required administrative duties associated with the provision of services.
- Prepare a schedule of all proposed visits a week-month in advance and submit to Wellbeing and Health Coordinator (or their delegate) and/or save onto SharePoint according to local procedure.
- Ensure timesheets are submitted at the designated time to the Wellbeing and Health Coordinator for approval (or their delegate) each fortnight.
- Attend scheduled team meetings with the Wellbeing and Health Coordinator and Wellbeing and Health 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 in a residential aged care facility to the Nurse in charge of the facility, the Wellbeing and Health Coordinator (or their delegate).
- 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.
- Participate in training as required for the position.
- Other duties as directed.



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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.



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Required Skills, Knowledge and Experience

- Certificate III or Certificate IV (desirable) in Aged Care/Home and Community Care or related discipline with knowledge of mental health and dementia issues
- Experience in care coordination with knowledge of government subsidised services (desirable)
- 2+ years' experience in Aged Care
- Experiences in provision of lifestyle activities and/or wellbeing engagement (desirable)
- Commitment to teamwork and team accountability and an ability to take initiative and work independently when required.
- Competent written, verbal communication skills and good 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.
- A current unrestricted Class C Driver's Licence with an ability to travel as required/rostered to each geographical location to ensure each sister's wellbeing and health needs are understood and supported.
- 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.