



HERITAGE LIFECARE®

Position Description

Activities Assistant

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities.

Our employees are united in our common purpose and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients.

Position Overview:

To provide an activities programme which takes account of residents individual needs.

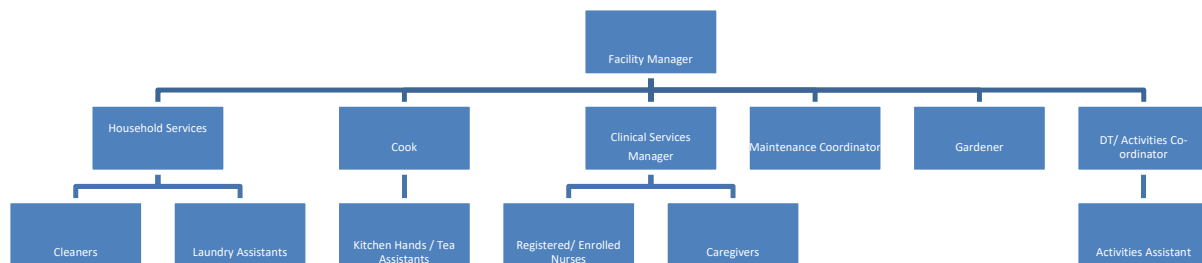
Reports to:

Facility Manager

Functional Relationships:

All staff of facility
Clinical Services Manager
Residents/ Relatives/ Whānau
Visitors
Volunteers
Visiting entertainers
Quality Team
Operations Manager

Generic Team Structure:



Key Accountabilities:

Key Tasks:	Performance Standards:
1. To follow policies and procedures of the facility in all matters	Is familiar with all the information and policies and procedure manuals in the policies and procedures Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct Is familiar with the Heritage Way
2. To organise and run an activities programme which aims to meet the physical, spiritual, cultural, cognitive and emotional needs of the residents	Conducts initial activities and ongoing assessments of the residents Forms appropriate relationships with the residents to enable their needs to be met Plans, organises and carries out activities, events, outings and visits appropriate to individual and group needs Communicates programme to residents and staff Encourages independence and mobility of the residents
3. To aim to encourage community involvement in the resident's lives	Incorporates family/ whānau and friends in the programme whenever possible Makes contacts in the community which will add to the breadth of the programme Invites community groups in to the facility Takes residents out to the community as appropriate
4. To liaise with other members of staff in order to achieve the aims of the programme	Encourages staff involvement in programme Communicates with other staff members to ensure the programme runs smoothly
5. To ensure documentation requirements are met	Documents the monthly plan Documents in care plan as required Keeps any other records and reports as are required Maintains an inventory of activities equipment and resources
6. To liaise with other Activities staff	Maintains communication to gain advice and resource ideas
7. To receive and respond to feedback from residents regarding the food service	Arranges Residents Meetings & responds to matters raised by the residents
8. To manage the service within budget	Uses resources to keep within budget Keeps records and checks invoices as required
9. To report appropriately to the Facility Manager	Liaise with the Facility Manager regularly and communicate any matters regarding the activities service of the facility Provides reports as required Responds to queries
10. To operate all equipment safely and in particular the van, and report any malfunctions immediately	Manages resident's safety when on outings. Follows procedures as required for transport of residents and management of the van Maintains equipment/van in a clean, safe and working condition Reports maintenance required on any equipment/van Liaises with Maintenance Officer when required

11. To practice care and economy in the use of supplies, equipment and time	Care is taken to manage supplies economically Equipment is cared for to avoid unnecessary damage Work time is managed efficiently and effectively
12. To respect resident rights	Knocks on residents door before entering Respects residents privacy Treats residents with respect Shows respect for residents belongings Respects confidentiality of residents Respects individual cultural and spiritual needs and values Have an understanding of the HDC Code of Rights
13. To report immediately any resident issues to the Registered Nurse	Resident concerns are reported to the Registered Nurse and/or senior staff as appropriate
14. To provide a safe caring environment for the residents and their families	Takes all precautions to ensure the safety of the residents Speaks in a caring manner to the residents Courteous and helpful to residents/relatives/ whānau and visitors Contributes to a homelike environment
15. To be familiar with emergency procedures	Attends compulsory fire and emergency training sessions Fire procedures are known Civil defence procedures are known
16. To contribute to a healthy and safe working environment	Works in a safe manner Understands & maintains the Hazard Register for the activities service Manages equipment in a safe manner Ensures equipment is in safe working order & faulty equipment is reported Reports any hazards and works towards eliminating, isolating or minimising them Work areas are kept clean, safe and tidy Reports any work accidents / incidents and completes the required documentation
17. To work effectively in a team environment	Understands own role & responsibilities within the team and those of other team members Offers assistance to other team members in a helpful manner Adapts routines if required Maintains appropriate channels of communication Maintains a positive attitude
18. To be knowledgeable on Infection Control matters pertaining to your position	Hand washing procedures are known and practised
19. To take responsibility for your own education requirements	Seeks to update knowledge & skills by attending in-service sessions relating to job Attends compulsory education sessions Signs the attendance record Maintains an up to date personal in-service record Participates in external study programmes as directed Seeks guidance from senior staff when appropriate Participates in annual performance appraisal First Aid certificate is up to date and current

	<p>Medical certificate copy must be on file and current while operating the van</p> <p>Annual “van driving and loading” & “manual handling” competency must be completed and up to date</p> <p>Ensure annual “medication” competency is completed and up to date.</p> <p>Must have a clean and full drivers licence</p>
20. To contribute to the Quality Improvement Programme of the facility	<p>Understands the Quality system of the facility.</p> <p>Shows a commitment to improving the quality of the service</p> <p>Informs the Clinical Services Manager regarding any change in procedure required & or development of new procedure</p> <p>Contributes to audit & monitoring of services</p> <p>Keeps up to date with current communications</p> <p>Contributes to the Continuous Quality Programme as required</p>
21. To maintain a professional appearance and attitude of responsibility, loyalty and discretion	<p>Uniform is clean and tidy</p> <p>Appearance is professional according to Uniform Policy</p> <p>Ensures that the facilities property is treated with care and used only for the purpose intended</p> <p>Demonstrates punctuality and reliability at all times</p> <p>Demonstrates a positive work ethic</p> <p>Demonstrates a positive attitude towards guidance and correction</p> <p>Works well without supervision</p> <p>Performs tasks thoroughly to an appropriate standard and skill level</p> <p>Respects confidentiality of the business</p>
22. To attend meetings when appropriate	<p>Attends appropriate meetings or keeps up to date with minutes etc</p> <p>Actively participates in meetings</p>
23. Other Duties	Any other task as reasonably requested by Heritage Lifecare

Financial Authority

Nil

Core Competencies

Competency Family	Competency Type	Competency	Competency Description
Care Support	Core Competencies	Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Process improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, and improve quality and customers offering.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
		Individual Development	Seeks out and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up to date, turns mistakes into learning opportunities.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to

			achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Quality	Is attentive to detail and accuracy committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems. Owns/acts on quality problems.
		Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
		Continuous improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering.
		Business development mind-set	Identifies opportunities to expand and develop the business offering by having an understanding of the process of the business, the direction it is heading and the needs of the customer.
Site Services	Core Competencies	Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
	Differentiating Competencies	Continuous improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering.
		Business development mind-set	Identifies opportunities to expand and develop the business offering by having an understanding of the process of the business, the direction it is heading and the needs of the customer.

The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.