



POSITION DESCRIPTION

Lifestyle & Activities Coordinator (FTE 0.9)

1. POSITION OBJECTIVES

- Ensure compliant operational management of the Activities department in Banksia Lodge through planning, promoting, implementing and evaluating innovative activities programs that are stimulating, interesting and beneficial to residents.
- Supervise and engage a diverse activities team of staff and volunteers.
- Support the residents of Banksia Lodge in leisure and lifestyle activities in accordance with the activities program.
- Ensure that the activities program is compliant with accreditation and organisational standards and supports the resident's needs, choice, enablement and empowerment care philosophy at Banksia Lodge.

2. SCOPE

The Lifestyle & Activities Coordinator role is responsible for the overall operations of the Activities department through the provision of high-level customer service including planning, promoting, implementing and assessing individual and group resident activities and social events that contribute positively to the individual social, religious and cultural needs and wellbeing of the residents of Banksia Lodge.

3. REPORTING

The Lifestyle & Activities Coordinator reports to the Care Manager.

4. DUTIES & RESPONSIBILITIES

4.1 Activities and social events

Main activities

- Establish a positive, supportive and encouraging line of communication with each resident & their families/representatives, in order to produce a Lifestyle Assessment and Care plan that is reflective of the Residents' interests & abilities.

- Develop, implement and evaluate individual Lifestyle Care plans initially and ongoing according to Lodge schedules.
- Develop positive relationships with care staff, volunteers and the pastoral care team in order to ensure a comprehensive, compassionate and holistic approach to the social, emotional & cultural wellbeing of each resident.
- Actively encourage residents to participate in activities.
- Participate in social activities and excursions, including driving Banksia vehicles.
- Monitor/maintain the efficient usage of resources to enable the delivery of a variety of programs aimed at providing care to residents.
- Contribute to budget review and work within budget allocation and delegation instrument.
- Produce activities calendar for distribution.
- Order activities supplies and equipment.
- Conduct and document activity audits and assessments.
- Liaise with entertainers and contractors regarding onsite and offsite performances and shows.
- Regularly seek feedback from residents and families both informally and through survey's regarding group and individual lifestyle activities.
- Review the lifestyle program by assessing program outcomes, evaluating resident needs, monitoring resident participation, ensuring the program is delivered in accordance with Banksia requirements and contemporary practice and identifying and implementing program changes as required.

4.2 Staff Management

Main activities

- Mentor the Lifestyle and Activities team in how best to implement care plans with each resident.
- Monitor Lifestyle and Activity staff performance, conduct routine employee reviews and respond to breaches of procedure or policy with referral of matters to the Care Manager and/or HR where required.
- Conduct staff orientation, training and meetings to achieve competent performance, communication and motivation of activities staff.
- Develop, implement and maintain WHS practices and procedures to ensure a safe workplace that is responsive to safety hazards.
- Promote a positive workplace culture that is open, supportive and responsive to suggestions, comments and complaints from residents, relatives and staff.

4.3 Volunteer management

Main activities

- Manage volunteer program including recruitment of prospective volunteers.
- Conduct volunteer orientation and prepare volunteer roster.
- Maintain current volunteer register including currency of police checks.
- Support and coordinate the Volunteer program in accordance with policy and procedures.

4.4 General Duties

Main Activities

- Maintain open and supportive customer service relationships with residents, their families and/or representatives by responding to enquiries via telephone or in person.
- Maintain and contribute to professional and co-operative relationships within Banksia Lodge, a culture that is open, supportive, and responds constructively to suggestions comments and complaints from residents, relatives and staff.
- Demonstrate a commitment to continuing professional development.
- Assist the facility to maintain accreditation and compliance.
- Demonstrate commitment to quality and continuous improvement.
- Other duties as requested from time to time in accordance with the scope of the position, employee's skill level and classification under the relevant Award or Agreement

5. **KNOWLEDGE SKILLS & ATTRIBUTES**

5.1 Knowledge

- Knowledge of the aged care sector
- Working knowledge of Microsoft Office software and ability to adapt to sector specific software.

5.2 Skills

- Ability to relate positively to people.
- Ability to provide friendly and supportive customer service.
- Highly developed verbal and interpersonal skills.
- Ability to lead and support a team.
- Able to work independently and as part of a team.

5.3 Attributes

- Honest, reliable, punctual and well presented.
- Able to maintain a high level of confidentiality and discretion.
- Highly organised, able to prioritize tasks.
- The ability to be empathetic, calm and understanding when dealing with people in a diverse range of circumstances.

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Certificate IV in Lifestyle & Leisure Activities or currently undertaking the qualification
- Current First Aid Certificate

6.2 Experience

- Experience in the aged care sector or the community environment
- Experience in Lifestyle and Leisure Activities

6.3 Other Requirements

- Successfully pass a Police Check and maintain professional suitability.
- Successfully pass a physical assessment and maintain physical ability to perform inherent duties of the role.

7. WORKING CONDITIONS

7.1 Hours of Work

70 hours per fortnight, Monday to Friday 0830 - 1530

7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWMA and HSU Enterprise Agreement 2023. The following classifications apply;

Pay rates:

Classification	First pay after 01/08/2026
Aged Care Employee – Level 7	\$35.18

Above award rate will be negotiated depending on skills and experience of the incumbent.

Salary packaging arrangements are available for this position

8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behaviour with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Resident Activities	1. Activities	The extent to which the employee plans, implements, evaluates through resident feedback and surveys, and changes resident activities and social events to meet resident needs, program outcomes, accreditation and organisational standards. The extent to which the employees promotes and participates in resident activities and social events.
	2. Customer service	Ability to politely, consistently and competently deal with clients and their families and/or representatives via telephone or in person.
	3. Internal customer service	Ability to maintain relationships at department and inter-department level and contribute to the smooth flow of information.

2. Staff / Volunteer Supervision	1. Staff / Volunteer Supervision and Recruitment	Ensure that staff are competently managed and receive appropriate supervision, support, feedback and training. Promote WH&S policy and procedures and identify training requirements to reduce incidences.
3. Employee behaviour	1. Team work 2. Attendance and reliability 3. Company Values	Ability to complete assigned tasks, liaise and work with others. Willingness to uphold teamwork and positive workplace relations. Ability to take direction from, and maintain relationships with the management team. Extent to which the employee has maintained good attendance, been reliable and punctual. Extent to which the employee has embraced and behaved in accordance with company values.

Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management or HRM may complete a file note relating to this position.

Assessments will be conducted by the Care Manager and will be reviewed by the HRM. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months, then at 12 month intervals.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.