

# Dementia Lifestyle Coordinator

## About us:

Holdsworth Community Centre is a not-for-profit organisation based in Woollahra in Sydney's eastern suburbs. From the centre and other locations in the area we provide a range of recreational, respite and support programs and activities which promote the well-being of residents of the five Eastern Sydney local government areas (Woollahra, Botany, Randwick, City of Sydney and Waverley), especially those disadvantaged by age, disability, income or social isolation, families with young children and for those who are carers for others.

Our Aged and Dementia Services are firmly based on the belief that age should be no impediment to enjoying life and community participation. We offer a range of services to older people from the active to the physically dependent and those living with memory loss. These can be centre based activities, essential services to aid daily living or social supports to help get the most out of life.

## Why work with Holdsworth?

As a result of new recurrent funding the successful applicant will have an opportunity to manage and coordinate our two existing programs for people with mild to moderate dementia and establish three new moderate to high dementia programs, hire teams of social work, leisure and activity staff, develop and undertaking comprehensive client assessments, developing individualised program plans with specific goals, evaluating those programs and initiating and leading continuous quality improvement.

## Position Status:

Permanent Full Time (Tuesday to Saturday) 35 hours per week – contingent on ongoing funding

## Award Placement:

Social and Community Services (State) Award, Grade 5

## Desirable:

- Experience in coordinating /providing Day Care Services for frail aged/and or people with dementia
- Experience in supervising staff and volunteers

## Qualification essentials:

- Nursing, Occupational Therapy, Diversional Therapy or Qualifications in Community and/or Allied Health Care
- Minimum of 1 year's post basic experience in Aged Care
- Commitment to a person – centred, wellness model of care
- Excellent Communication Skills
- Ability to provide team leadership and training
- Extensive knowledge of community services/resources
- Current driver's licence (Class C or higher)



## POSITION DETAILS

- Position Title:** Dementia Lifestyle Coordinator
- Position Aim:** To lead, support and develop Dementia Services at the Centre
- Business Unit:** Aged & Dementia Services
- Reporting To:** Aged & Dementia Services Manager
- Direct Reports:** Social Worker  
Activity Officer  
Diversional Therapists  
Support Workers & Volunteers
- Key Relationships:** Centre Board of Directors, Centre Management, Aged & Dementia Teams, centre staff, volunteers and community, carers and clients in South East Sydney and Government Departments, and other community organisations and agencies
- Award Placement:** Social and Community Services (State) Award, Grade 5
- Position Based:** Holdsworth Street Community Centre  
64 Holdsworth Street Woollahra NSW 2025
- Position Status:** Permanent Full Time
- Hours:** 35 hours per week - contingent on ongoing funding (Tuesday-Saturday)
- Objectives:**
- To determine and report on Holdsworth Dementia Services strategic directions in collaboration with the Aged & Dementia Services Manager.
  - To ensure best practice service provision to target group
  - To support Aged & Dementia Services Manager to secure sustainable resources
  - To manage the day-to-day operations of the Dementia Service Programs, including supervision and support of office staff, field staff and volunteers, program budget management, client assessments, reviews, submission of monthly report and maintaining all necessary records and statistics
  - To assess, review and monitor the needs of people referred to Holdsworth.
  - To ensure the clients receive the most appropriate services and that their situations continue to warrant the use of those services.
  - To coordinate the assessment, development, implementation and evaluation of Dementia Services programs training needs
  - To ensure best practice service provision to target group
- Special Requirements:** All employees of the Centre must undergo a Police and Working with Children background check  
All employees of the Centre are required to take up to 2 weeks leave during Centre closure - late December to early January

**Signed by Employee:**  
**Date:**  
**Review Date:**

**Signed by CEO:**  
**Date:**

<b>Position Responsibilities</b>	
<b>Manage Service Quality</b>	<ul style="list-style-type: none"> <li>• Ensure Dementia Services programs meets HACC and relevant industry standards</li> <li>• Annual customer satisfaction survey implemented with recommendations for continuous quality improvement reported</li> <li>• Develop and implement an integrated quality improvement program of consultation with service users and agencies that will collect and act on feedback regarding service improvement and innovation</li> <li>• Participate fully in all aspects of Integrated Service Monitoring Processes</li> </ul>
<b>Staff Management</b>	<ul style="list-style-type: none"> <li>• Provide direction, support and supervision to staff (Social Worker, Activity Officers, Support Workers, and Volunteers) employed in the program and its activities.</li> <li>• Complete an annual performance appraisal interview with each staff member of the program, as required</li> <li>• Refer issues relating to disputes, grievances or poor performance to the Manager / CEO</li> <li>• Annually assess and prioritise program staff training needs as required by centre strategic planning</li> <li>• Actively participate in the recruitment processes for staff in line with the Centre's human resource policies and procedures</li> <li>• Replace when necessary, absent staff, to maintain the standard of the service and ensure that activities run smoothly and without interruption</li> <li>• Support Holdsworth Volunteer Coordinator in the successful recruitment, training and development and introduction of dementia program volunteers</li> </ul>
<b>Planning and Implementation</b>	<ul style="list-style-type: none"> <li>▪ Plan the future direction of the Dementia Services Program within the context of the Centre's forward planning strategies, local, state &amp; national guidelines &amp; priorities</li> <li>▪ Examine and evaluate the level and standard of existing services and resources available for people with dementia and their carers, and identify gaps in service delivery</li> <li>▪ Participate in Centre, Council(s) &amp; HACC planning processes and relevant regional planning such as Interagency, HACC forum meetings, and aged and dementia services support agencies</li> <li>▪ Liaise and advocate (wherever possible) on behalf of people with dementia and their carers</li> <li>▪ Liaise and network with all appropriate aged and dementia services and organisations within the Eastern Suburbs and metropolitan area. Establish and maintain contact with peak aged and dementia services organisations</li> <li>▪ Work within budgetary constraints, expanding existing services, or plan, design and establish new services and activities to meet identified needs</li> <li>▪ Maintain information on policies, practices and issues in the aged and dementia service field, and implement all necessary Government requirements and initiatives</li> <li>▪ Provide information, advice and referrals to all people seeking information about support services, accommodation or activities for people with dementia</li> <li>▪ Formulate appropriate policies and guidelines for the program in consultation with the Manager and other agencies</li> <li>▪ Develop in collaboration with staff, sub-committee, team and clients a yearly Program Plan that is aligned to the Centre's Strategic Plan,</li> <li>▪ Coordinate regular activity officers, support worker meetings.</li> <li>▪ Maintain robust entry and exit criteria to ensure services are delivered to the identified &amp; relevant target groups</li> <li>▪ Assess and review on a yearly basis the client support needs in line with centre policy, HACC standards and best practice care</li> <li>▪ Attend where appropriate, all assessment meetings regarding clients of the Aged and dementia Services program</li> </ul>

<p><b>Financial Responsibilities</b></p>	<ul style="list-style-type: none"> <li>▪ Prepare submissions, in consultation with the Aged &amp; Dementia Services Manager, for the continuing funding of Aged &amp; Dementia Services programs</li> <li>▪ Ensure all avenues for further funding are investigated regularly and , where appropriate, applied for</li> <li>▪ Comply with financial reporting requirements of the program's funding bodies</li> <li>▪ Prepare in consultation and with the support of the Aged &amp; Dementia Services Manager an annual budget for the Dementia Services programs.</li> <li>▪ Monitor all income and expenditure to budget on a monthly basis</li> <li>▪ Consult annually with the Aged &amp; Dementia Manager and CEO, to set and review the fee structure for each of the activities</li> </ul>
<p><b>Administration responsibilities</b></p>	<ul style="list-style-type: none"> <li>▪ Complete, review, sign and submit all timesheets for the programs by end of each pay period</li> <li>• Follow Centre administrative protocols</li> <li>• Complete, sign and submit a timesheet by end of each pay period</li> <li>• Report any issues to Aged &amp; Dementia Services Manager and submit appropriate documentation within designated timeframe</li> </ul>
<p><b>Orientation and Training</b></p>	<ul style="list-style-type: none"> <li>• Attend staff meetings and others as required</li> <li>• Participation in training and professional development as required</li> </ul>
<p><b>Assessment</b></p>	<ul style="list-style-type: none"> <li>• Coordinate the establishment and review of assessment policies and procedures to meet the needs of all Holdsworth programs.</li> <li>• Establish comprehensive assessment tools for assessment and entry criteria for all new clients. Assessment of leisure related needs and abilities</li> <li>• Development of individual care plans/client care notes for each client attending service</li> <li>• Complete initial assessments for all dementia clients in conjunction with social worker and activity officer.</li> <li>• Where appropriate, make referrals to alternative services and other services providers</li> <li>• Maintain confidential records of assessment using internal data base and manual client information systems.</li> <li>• Liaise with and support (where possible) other program coordinators, activity officers regarding assessment and review of new and existing clients.</li> <li>• Collate statistics about sources and nature of referrals to assist in service development &amp; planning.</li> <li>• Complete an 8-12 week review on clients following the commencement of a new service to ensure the safety and customer satisfaction</li> <li>• Complete annual assessment reviews of all existing dementia clients to ensure that the service continues to meet identified needs.</li> <li>• Ensure that individual care plans are current and contain relevant health and emergency contact information</li> </ul>
<p><b>Training</b></p>	<ul style="list-style-type: none"> <li>• Develop and facilitate appropriate teaching/training to all staff &amp; volunteer regarding design and facilitation of leisure and recreational activities on programs</li> <li>• Undertake the development and implementation of a training needs assessment of all staff within Dementia Services programs in consultation with Managers and CEO</li> <li>• Provide training and support for staff in assessment protocols and procedures for better service entry and program delivery</li> <li>• Provide and deliver general Holdsworth training with the assistance of all staff and Management.</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• At all times abide by the Centre's policies and procedures and the Code of Conduct</li> <li>• Observe and comply with OHS standards, requirements and legislation</li> <li>• Attend staff meetings and comply with Centre monthly reporting requirements</li> <li>• Participate and assist in Centre and program special events</li> <li>• Contribute regular articles and information for insertion in the Centre newsletter and Senior Newsletter, and other promotional products as required</li> <li>• Prepare an annual report for the Dementia Services Program for inclusion in the Centre's Annual Report</li> <li>• Attend Centre's Annual General meeting</li> <li>• Promote Centre membership in all activities</li> <li>• Other duties related to position as negotiated with the management of the organisation through direct supervisor</li> </ul>
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<b>Key Attributes</b>
To be successful in this role, the ideal candidate must be able to demonstrate that they have the following experience, skills and attributes
<b>Essential:</b>
<ul style="list-style-type: none"> <li>• A degree or higher level tertiary qualifications in aged, disability or related area e.g. Diversional Therapy, Occupational Therapy, Social Work, Nursing or Qualifications in Community and/or Allied Health Care</li> <li>• Minimum 1 year's experience coordinating services or centre based activities for aged and dementia clients</li> <li>• 3 year's experience working with older people and people with dementia</li> <li>• Evidence of strong and effective leadership, team building, interpersonal and communication skills</li> <li>• Demonstrated experience in developing and managing a budget</li> <li>• Intermediate computer literacy including knowledge of Microsoft applications</li> <li>• Demonstrated knowledge and application of OH&amp;S, EEO and anti discrimination legislative requirements</li> <li>• Senior First Aid Certificate</li> <li>• Current drivers license</li> </ul>
<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Experience in working in a community based setting</li> <li>• Experience in creating and running collaborative projects with other organisations</li> <li>• Experience in writing and reporting on funding and performance submissions and arrangements</li> <li>• Cert IV Workplace Training and Assessment</li> <li>• Experience working with Culturally and Linguistically Diverse populations</li> </ul>

### Key Performance Measures

The success of this role will be measured by:

- Successful management of Dementia Services Budget
- Targets achieved in annual Dementia Program Plan
- Quality of relationships with key stakeholders, including all funding bodies
- Effective systems implemented for assessment, review and care planning include robust entry and exit criteria
- Training needs assessment undertaken
- Training programs planned, implemented and evaluated
- Assessment policies and procedures developed and implemented
- Evidence of effective consultation and planning
- Evidence of effective management of Dementia Services team members and volunteers
- Positive results from Integrated Monitoring Framework review
- Accuracy, relevance and timeliness of recording and reporting of data
- High satisfaction with service – as reported by clients and stakeholders
- Tasks delivered to a high standard and within agreed timeframes
- Evidence of implementation of OH&S, Duty of Care, and Holdsworth Community Centre's Policy and Procedures and value
- Follows direction from the Aged & Dementia Services Manager
- Evidence of participation in Centre, staff meetings and training sessions
- Demonstrated commitment to the Centre vision, mission and values
- Punctual and reliable