

Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Lifestyle Team Assistant
Position ID	
Department	Aged Care
Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employer) Enterprise Agreement 2025-2027
Classification	Depending on Qualifications
Employment Type	Casual
Reports To	Lifestyle Team Leader
Direct Reports	Nil
Date Document Approved	October 2026
Approved by	Director Clinical Operations
Purpose of Position	The Lifestyle Assistant supports the delivery of a person-centred leisure and lifestyle program for residents of Yalukang Residential Aged Care. Working under the direction of the Leisure and Lifestyle Team Leader, the position contributes to activities that promote residents' wellbeing, independence, social connection, enjoyment and quality of life. The role is responsible for supporting the planning and delivery of individual and group activities based on each resident's interests, preferences, abilities and care needs. This includes completing social histories and resident profiles, encouraging participation, supporting community outings and events, and ensuring activities are appropriately planned for residents with dementia, residents who are bed-fast, and others with individual or special needs. Activity programs are developed in consultation with residents and, where appropriate, their families, carers, staff, volunteers and the broader community. The Leisure and Lifestyle Assistant plays an important role in creating a respectful, inclusive and supportive environment where residents are treated with dignity and their privacy, individuality and choices are respected. The position maintains awareness of changes in residents' wellbeing and communicates any concerns to the nurse in charge or relevant clinical staff. The role also works collaboratively with the Clinical Care Coordinator, care team, residents, families, volunteers and other stakeholders to support effective communication and continuity of care. The position also contributes to the effective operation and continuous improvement of the service by reporting resident feedback, compliments and suggestions through REDHS quality systems, identifying equipment faults or damage, supporting and guiding volunteers, and undertaking other duties within the scope of the position as directed.

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Lifestyle Program Development and Delivery	Assists with the activities program for aged care residents in consultation with care staff. Group activities are planned four weeks in advance and information about forthcoming events is

	communicated to residents, including through the notice board. Assists with organising community outings and other gatherings that meet the interests and needs of residents. Planning of individual and group activities is undertaken in consultation with each resident and, where appropriate, their family.
Person-Centred Care Planning	Completes social histories and resident profiles. Assesses each resident's preferences and capabilities and provides activities appropriate to their individual needs. Ensures activity planning considers residents' individual interests, preferences, abilities and circumstances. Consideration is given to the cultural and special needs of residents, including residents from non-English speaking backgrounds and other minority groups.
Resident Engagement and Wellbeing	Encourages residents to participate in the activities program. Fosters a caring approach to residents, treating them with dignity and respect and maintaining their privacy and individuality. Attends to residents' needs as directed by the Yalukang Clinical Care Coordinator. Maintains awareness of changes in residents' wellbeing and reports concerns promptly to the nurse in charge.
Community and Volunteer Engagement	Works with volunteers and provides support and direction where required. Where appropriate, residents' families, carers and the wider community are involved in activities. Trained volunteers are encouraged and supported to participate in lifestyle activities. Supports community outings and other activities that promote social connection and engagement.
Specialised Activity Planning	Plans and implements individualised activities for residents who are bed-fast, residents living with dementia and residents with other special needs. Activities are tailored to each resident's preferences, capabilities and individual needs. Cultural, social and individual needs are considered when planning and delivering activities. Alternative and individual activities are provided where group participation is not appropriate or preferred.
Communication and Collaboration	Liases and communicates effectively with the Lifestyle Team Leader, Aged Care Manager, Yalukang Clinical Care Coordinator, staff, residents, families and friends. Works collaboratively with care staff when planning and delivering lifestyle activities. Reports changes in resident wellbeing promptly to the nurse in charge. In the absence of the Leisure and Lifestyle Team Leader and Lifestyle Assistants, supports clinical aged care staff to undertake activities in accordance with each resident's Lifestyle Program
Leadership & Workforce coordination	Works under the direction of the Leisure and Lifestyle Team Leader and Yalukang Clinical Care Coordinator. Provides appropriate support and direction to volunteers involved in lifestyle activities. Contributes to effective coordination of lifestyle activities and continuity of programs across the service. Carries out other duties within the scope of the position as required by the Yalukang Clinical Care Coordinator.

Documentation and Reporting	Completes and maintains social histories and resident profiles. Ensures information relating to activities, resident preferences and participation is documented as required. Ensures residents' compliments and suggestions are reported to the Yalukang Clinical Care Coordinator through the REDHS quality system. Reports faults in equipment, damage or breakages through appropriate processes.
Quality, Safety and Continuous Improvement	Reports equipment faults, damage, breakages and other identified concerns promptly. Contributes to the REDHS quality system by reporting resident compliments, suggestions and feedback. Maintains awareness of resident wellbeing and escalates concerns appropriately. Undertakes duties within the scope of the position and in accordance with REDHS policies, procedures and relevant aged care requirements.
Values and Culture	Fosters a caring and respectful approach to residents and supports their dignity, privacy, individuality and choice. Communicates respectfully and effectively with residents, families, colleagues, volunteers and the wider community. Supports an inclusive environment that recognises individual cultural, social and personal needs. Demonstrates the REDHS values through day-to-day interactions and contributes to a safe, respectful and supportive workplace culture aligned with Growing Together: Our People. Our Culture. Our Future.
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to Growing Together: Our People. Our Culture. Our Future.	- Consistently demonstrates behaviours aligned to REDHS values in daily practice. - Treats consumers, colleagues and community members with respect, fairness and professionalism. - Takes personal accountability for actions, follows through on commitments and raises concerns appropriately. - Contributes positively to team culture and psychological safety. - Participates in engagement, learning and improvement activities that strengthen service quality and sustainability. - Uses organisational resources responsibly and supports environmentally and financially sustainable practices.

Key Relationships

Internal Relationships
- Lifestyle Team Leader - Director of Clinical Operations - Residential Care Manager - Acute Manager - Social Support Team Leader - Consumer Experience & Quality Officer - Registered Nurses and Enrolled Nurses - Personal Care Workers - Allied Health Staff - Quality and Clinical Governance Team - Hospitality and Support Services Staff - Executive and Management Team
External Relationships (Community, Industry etc)
- Residents and families - Volunteers - Local community groups and clubs

- Schools and educational organisations
- Entertainment providers
- Religious and cultural organisations
- Allied health service providers
- Community support agencies

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications (recommended)
• Certificate III or IV in Leisure and Lifestyle, Diversional Therapy or equivalent qualification
Essential Registrations
• Current Driver's Licence • Current National Police Check • Current Working with Children Check • Current Influenza Vaccination and any other required immunisations in accordance with REDHS policy
Technical and Professional Capabilities
• Demonstrated experience facilitating lifestyle and recreational programs for older people • Knowledge of person-centred aged care principles • Ability to assess resident interests, strengths and capabilities and translate these into meaningful activities • Strong documentation and record management skills • Ability to coordinate community outings and special events • Understanding of dementia-friendly engagement strategies • Competent computer skills and ability to maintain accurate records and reports • Sound understanding of aged care quality standards and continuous improvement processes
Personal & Leadership Capabilities
• Commitment to enhancing the quality of life for older people • Excellent communication and interpersonal skills • Ability to work independently and as part of a multidisciplinary team • Strong organisational skills • Ability to build positive relationships with residents, families, volunteers and community partners • Demonstrates empathy, compassion and respect • Flexible and adaptable approach to changing resident needs • Commitment to REDHS values and culture

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	Reliability We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	Engagement We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	Diversity

	We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	Hospitality We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	Sustainability We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.
Personal Centred Care
All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review
• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee. • Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check.

- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position

This Position Description:

- Is to be read in conjunction with the employee's Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

Name	
Date	
Signature	