



## JOB DESCRIPTION

### CUSTOMER WELFARE AND TRAINING OFFICER

<b>Department:</b>	Retreats
<b>Purpose:</b>	This role is responsible for customer welfare and staff training
<b>Responsibility:</b>	Reports to Managing Director
<b>Award:</b>	BE Lifestyle Connections Pty Ltd (t/as BE Lifestyle Retreats) has in place an Enterprise Agreement.
<b>Pay Level:</b>	\$25 - \$27/hr (commensurate with experience) - equivalent to Enterprise Agreement classification Senior Team Leader Level 2.
<b>Basis of Employment:</b>	Permanent Part Time - 21 hours per week

#### OUR VALUES

<b>Responsiveness</b>	<i>Building services around our individual customers</i>
<b>Respect</b>	<i>Acknowledging the rights of our customers to retain control over their own lives and applying the least restrictive alternative principle in the provision of services to customers</i>
<b>Integrity</b>	<i>Ensuring we act in an honest and ethical way at all times</i>
<b>Persistence</b>	<i>Continually seeking out the supports that the individual customer needs or desires</i>
<b>Innovation</b>	<i>Developing new and creative ways of providing customer services</i>
<b>Excellence</b>	<i>Striving to be the best we can through continuous service improvement</i>
<b>Contribution</b>	<i>Contributing effort and ideas to the Disability and Aged Care sector</i>

#### INTRODUCTION

BE Lifestyle Retreats specialises in first class disability and frail aged service provision (accommodation based), delivered primarily through our Retreats dotted throughout the Sunshine Coast hinterland. Our innovative alternative Lifestyle Living Program provides care for people with high care physical disabilities, acquired brain injury, neurological conditions, spinal injuries and other disabilities, and the frail aged.

BE Lifestyle Retreats currently has 4 retreats.

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## **KEY ACCOUNTABILITIES**

### **1. Customer Care**

- Oversee medical and allied health program, in conjunction with House Leaders
- Oversee Customer wellbeing
- Support House Leaders in relation to Customer welfare
- Customer admissions and discharges
- Prepare, update and maintain Customer care plans

### **2. Training**

- Assess care staff training requirements, in conjunction with House Leaders
- Develop and coordinate care staff training
- Provide ongoing training for all retreat staff, coordinating and conducting training sessions as required (including insulin management, catheter management, personal care, hoisting procedures, peg feeding, pressure care management and tracheotomy care).
- Seek input from the House Leaders re staff training requirements and liaise with them to coordinate availability of staff for training.
- Create and maintain an in-house training manual.
- Maintain the organisation's training calendar.
- Track and record staff training, and work with the Human Resources Officer to ensure training records on staff files are up-to-date.

### **3. First Aid Officer**

- Perform the role of the organisation's designated First Aid Officer, including undertaking initial management of work-caused injuries or illnesses
- Regular audits of first aid equipment and supplies
- Ordering and maintaining required level of first aid equipment and supplies

### **4. After Hours Emergencies**

- Contactable after hours in the instance of a medical emergency.

## **SKILLS AND KNOWLEDGE REQUIREMENTS**

- Relevant health/disability care qualifications (min. Diploma in Enrolled Nursing)
- Completion of Cert IV in Training and Assessment (or equivalent)
- Current Apply First Aid qualification (or higher)
- Experience in a training role
- Experience in healthcare provision, including proficiency in insulin management, catheter care, personal care, hoisting procedures, peg feeding, and tracheotomy care.
- Well-developed understanding and/or experience in occupational health and safety and manual handling
- Ability to relate well to staff at all levels of an organisation
- Genuine commitment to motivating and supporting staff
- Well-developed organisational, time management and administrative skills
- Good written communication skills, with proficiency in use of email, the internet, Microsoft Word and Excel
- High level attention to detail
- Current Open manual driver's license and ability to drive a wheelchair accessible vehicle (or willingness to quickly acquire competency)
- Flexibility to work in a growing and dynamic business environment

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- High level commitment to excellence in care
- Mature and sensible person willing to work in a small, personal environment

### **WORK HOURS**

This is a Permanent Part Time position, working Monday, Wednesday and Friday 7am – 2.30pm.

This is a new and developing role, and therefore may change in the future.

The successful applicant will be engaged initially for a three month trial period.

### **UNIFORM**

Your uniform includes a company supplied shirt, with your own black or white pants, with black closed-in shoes.

### **HOW TO APPLY**

#### **SELECTION CRITERIA**

In their applications, applicants are required to address each of the following, outlining their relevant knowledge, skills and abilities:

1. Demonstrated experience in a healthcare provision role
2. Qualifications relevant to the position
3. Demonstrated experience in a staff training role
4. Demonstrated ability to use computer systems (with proficiency in Word, Excel, Microsoft Outlook, internet)
5. Demonstrated time management and organisational skills

#### **WHAT TO PROVIDE IN YOUR APPLICATION**

To apply for this position, applicants must provide:

1. **A covering letter** outlining their knowledge, skills and abilities relevant to the Selection Criteria (above), as well as their motivations for applying for the position.
2. **A current copy of a Curriculum Vitae or Resume.** This document should include:
  - contact details
  - skills and qualifications
  - a comprehensive employment history including functions or roles performed
  - dates of employment
  - contact details of 3 referees

Applications are to be submitted via email to Belinda Wardlaw, at: [belinda@belifestyleretreats.com.au](mailto:belinda@belifestyleretreats.com.au)

**This position is available immediately. We will accept applications up until FRIDAY FEBRUARY 10<sup>th</sup>, 2012, however if a suitable applicant presents, the position may be filled sooner.**

Please note any documents should be in Microsoft Word or PDF format.

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