

**Position Title:** House Lead

**Position Summary:**

Guide an empowered self led team to provide residents with the comforts and security of home in accordance with their preferences as outlined in their care plan. Support residents towards making choices on how they engage in a meaningful life and spend their day, leading to the best possible outcome for them as unique individuals.

Key Accountabilities	Measure
<p><b>Team Leadership</b></p> <ul style="list-style-type: none"> <li>• Provide guidance, support and coaching to care partners in the completion of their responsibilities.</li> <li>• In consultation with the Care Manager/Lead or Senior RN, oversee household roster(s) and the associated time and attendance records.</li> <li>• Act as the first point of contact if a team member is unable to work as rostered (unplanned leave) and arrange cover as necessary consulting with the clinical lead regarding staffing levels.</li> <li>• With support and coaching from the Care Manager/Lead, manage direct reports on a day-to-day basis, ensuring:               <ul style="list-style-type: none"> <li>○ staff and/or performance issues are attended to without delay</li> <li>○ staff attendance and unscheduled absences are monitored and concerns addressed</li> <li>○ approve leave requests</li> </ul> </li> <li>• Ensure performance appraisals are completed within required timeframes</li> <li>• Arrange and facilitate team meetings</li> <li>• Arrange and facilitate resident meetings / residents' council / learning circles.</li> <li>• Ensure orientations are conducted for new staff, volunteers, students, new residents and their families.</li> <li>• On a rotational basis with care partners, take the lead in coordinating the following within a household:-               <ul style="list-style-type: none"> <li>○ Food provision</li> <li>○ Housekeeping</li> <li>○ Hobbies / recreational activities</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The values of the Selwyn Way are reflected in all actions and behaviour.</li> <li>• Resident wellbeing and satisfaction</li> </ul>
<p><b>Resident care</b></p> <ul style="list-style-type: none"> <li>• Ensure that residents are supported in their home according to the five domains of the The Selwyn Way:-               <ul style="list-style-type: none"> <li>○ Spirituality</li> <li>○ Growth</li> <li>○ Contentment</li> <li>○ Belonging</li> <li>○ Resilience</li> </ul> </li> <li>• As part of an integrated team work with the clinical support team (particularly primary nurses), social and</li> </ul>	<ul style="list-style-type: none"> <li>• The values of the Selwyn Way are reflected in all actions and behaviour.</li> <li>• Resident wellbeing and satisfaction</li> </ul>

<p>spiritual team, village support team, resident's family and friends to provide the best possible support to residents.</p> <ul style="list-style-type: none"> <li>• Within a care partnership framework, develop close meaningful relationships with residents; participating in the development, implementation and review of care plans.</li> </ul>	
<p><b>Daily activities</b></p> <p>Support residents, as required, to undertake their choice of daily activities, which include:-</p> <ul style="list-style-type: none"> <li>• Personal hygiene</li> <li>• Hobbies and recreational activities</li> <li>• Visits / excursions (e.g. hairdresser, café)</li> <li>• Running their home (e.g. shopping, cleaning, laundry)</li> <li>• Mobility assistance</li> <li>• Medication administration (as necessary)</li> </ul>	<ul style="list-style-type: none"> <li>• Resident wellbeing and satisfaction</li> <li>• Feedback from team members and residents.</li> </ul>
<p><b>Housekeeping</b></p> <p>Support residents to run their home and undertake general housekeeping duties which include:-</p> <ul style="list-style-type: none"> <li>• The provision of meals and snacks</li> <li>• Vacuuming / mopping</li> <li>• Dusting / tidying</li> <li>• Cleaning en suite bathrooms and kitchen</li> <li>• Laundry</li> </ul>	<ul style="list-style-type: none"> <li>• Resident wellbeing and satisfaction</li> <li>• Feedback from team members and residents.</li> </ul>
<ul style="list-style-type: none"> <li>•</li> </ul>	
<p><b>Culture</b></p> <ul style="list-style-type: none"> <li>• Demonstrate behaviour and communication style that reflects commitment and knowledge of the Selwyn Way.</li> <li>• Adhere to the Selwyn Way values and actions for staff.</li> <li>• Ensure good relationships are maintained with management, residents and staff.</li> </ul>	<ul style="list-style-type: none"> <li>• The Selwyn Way is reflected through actions and behaviour.</li> <li>• Feedback from peers, residents and manager.</li> </ul>
<p><b>Personal Development</b></p> <ul style="list-style-type: none"> <li>• Take responsibility for own professional growth and development and maintain a working knowledge of all relevant operational matters.</li> <li>• Maintain a thorough working knowledge of software programmes pertaining to this position.</li> <li>• Attend any scheduled training sessions as required for this position.</li> </ul>	<ul style="list-style-type: none"> <li>• Initiative observed with regards to professional development.</li> <li>• Up-to-date knowledge is evident through daily performance.</li> <li>• Attendance at scheduled training sessions is documented.</li> </ul>
<p><b>Compliance &amp; Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Ensure familiarity and compliance with Foundation policies, standard operating procedures (SOP's) and</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from peers, residents and</li> </ul>

<p>best practice.</p> <ul style="list-style-type: none"> <li>• Maintain the confidentiality of residents, clients, staff and the business of the Selwyn Foundation Group at all times.</li> <li>• Implement the quality management system including a focus on continual improvement and achieving workplace objectives.</li> <li>• Participate in the internal audit programme relevant to the area of work.</li> </ul>	<p>manager.</p> <ul style="list-style-type: none"> <li>• Incident reporting.</li> <li>• Audit results.</li> </ul>
<p><b>Health &amp; Safety</b></p> <p>Personal Health and Safety</p> <ul style="list-style-type: none"> <li>• Take care - do nothing in your work that will expose you or others to harm.</li> <li>• Knowledge is power - know and follow the health and safety policies and procedures Selwyn has put in place to control risks in your workplace.</li> <li>• Be aware - of and speak up and do something about things you see that could cause harm – waiting until someone is hurt is not how we want to do things at Selwyn.</li> <li>• Turn up for work fit for work – with adequate rest, free of infection and free of any substance that could impair your judgment.</li> </ul> <p>Health and Safety procedures</p> <ul style="list-style-type: none"> <li>• Always follow the safe work procedures, guidelines, instructions and standards associated with your role. Don't take shortcuts.</li> <li>• Advise your manager of any near miss or incident involving actual or potential harm to yourself, a colleague, resident or visitor</li> <li>• If you see an unsafe situation or any other hazard, report it.</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive support of Health &amp; Safety in daily actions</li> <li>• Incidents are reported</li> <li>• Hazards and risks are managed</li> </ul>
<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Undertake general administration / maintain resident records (written and electronic).</li> <li>• Undertake other relevant duties as required by your manager, following consultation with you</li> </ul>	<ul style="list-style-type: none"> <li>• As observed and reported</li> </ul>

<b>Qualifications, experience and personal qualities</b>	
<ul style="list-style-type: none"> <li>• Proven ability to proactively support, coach and develop a self-led team, ideally with previous care sector experience.</li> <li>• Interpersonal skills (e.g. oral communication, managing conflict)</li> <li>• Good written communication skills</li> <li>• The ability to work collaboratively with others (e.g. problem solving, goal setting, leadership)</li> <li>• Practical skills (e.g. personal care, food preparation, cleaning)</li> <li>• IT skills (intermediate level)</li> <li>• Ideally a relevant qualification in aged care or ability to achieve in required timeframe (Level 4)</li> </ul>	
<b>Core Competencies:</b> At all times, employees will respect and promote the Selwyn Way. This will be reflected in each of these competencies through your actions and behaviours.	
<b>Coaching and Developing others</b>	Advising, assisting, mentoring and providing feedback to others to encourage and inspire the development of work-related competencies.
<b>Team Development</b>	Can develop, motivate and guide a team toward successful outcomes. Creates a feeling of belonging and engages employees. Readily shares knowledge and information, supporting the team through honest, direct and balanced feedback.
<b>Integrity and Trust</b>	Is regarded by others as a truthful individual with high standards of fairness and ethics. This is demonstrated in daily words and actions. Is direct and honest, presenting the truth in an appropriate and helpful manner. Observes confidentiality.
<b>Customer Focus</b>	Makes residents and their needs a primary focus of one's actions; developing and sustaining productive relationships and demonstrating a clear concern for the health, safety and wellbeing of others.
<b>Passion for Role/Industry</b>	Demonstrates a dedicated work approach, which reflects genuine interest for the work and future of the organisation. Seeks knowledge to enhance competence.
<b>Interpersonal Skills</b>	Relates well to others and shows genuine concern and understanding. Builds appropriate rapport with all kinds of people. Is sensitive and approachable, managing difficult situations with diplomacy and tact. Demonstrates focused listening skills.
<b>Initiative</b>	Shows good judgement with ability to understand various situations and attend to in the most effective manner. Contributes ideas and knowledge and strives to exceed expectations. Responds rapidly to requests and solves problems effectively.
<b>Composure</b>	Is reliable; remains calm under pressure; is tolerant with people and processes; does not become defensive or irritated or show frustration.
<b>Physical Fitness</b>	Required energy level and ability to perform specific tasks with safety - eg lifting, carrying, etc.
<b>Championing Change</b>	Takes action to support and implement change initiatives effectively.

Functional Relationships:	
<u>Internal</u> Residents Registered Nurses Volunteers Diversional Therapist Village Manager Administration Staff Chaplain Cleaners	<u>External</u> Families Friends / visitors

Acknowledgement:	
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Job Holder Name	Manager's Name
_____	_____
Job Holder Signature	Manager's Signature
_____	_____
Date	Date