



JOB ROLE PROFILE	LEISURE AND LIFESTYLE ASSISTANT	DATE
PURPOSE	<p>The Job Role Profile - Leisure and Lifestyle Assistant identifies the language, literacy and numeracy standards required to perform effectively in the role.</p> <p>The table below identifies typical tasks, and states the level of workplace standard applicable to the tasks.</p>	

TASK	WORKPLACE STANDARD/S
READING	
<p>Read understand and appropriately the following documentation:</p> <p>Client-related:</p> <ul style="list-style-type: none"> › Care plans › Progress reports › Communication books › Workplace signage › Material Safety Data Sheets and other WHS information › Activity running sheets › Instructions › General signage <p>Organisation-related:</p> <ul style="list-style-type: none"> › Operating Instructions for equipment › Standard Operating Procedures (SOPs) › Maps › Surveys › Policies and procedures › Organisational documentation › Email and other electronic communications › Minutes/memos 	<p>Assumes independent work with familiar supports, mostly familiar context and routine texts and may involve a number of steps.</p> <ul style="list-style-type: none"> › Select and apply strategies and procedures needed to perform a range of tasks related to client leisure and lifestyle › Interpret information from a range of tables, charts and progress notes › Read and interpret communication books, signage and care plans › Use workplace software and get help via the 'help' facility › Use both online and hardcopy documentation to find information, e.g. policies and procedures › Identify key messages in longer documents and understand and action information regarding leisure and lifestyle activities › Read information of relevance and apply to leisure and lifestyle activities › Read, understand and action workplace running sheets

TASK	WORKPLACE STANDARD/S
WRITING	
<p>Complete and/or prepare:</p> <ul style="list-style-type: none"> › Organisational forms › Progress notes › Time sheets › Email and other electronic communications › Communication book entries › Minutes › Client/resident support documents › Surveys 	<p>Works independently and uses own familiar support resources.</p> <ul style="list-style-type: none"> › Write routine reports for accident, incident or case summary purposes › Enter routine data into a client management system › Read meeting minutes and agendas and understand action › Take notes/minutes of meetings › Use email for workplace communication › Complete work-related routine surveys
NUMERACY	
<p>Complete time sheets.</p> <p>Use financial literacy in:</p> <ul style="list-style-type: none"> › Money handling › Budgeting <p>Undertake measurements, including:</p> <ul style="list-style-type: none"> › Medication measurements relevant to job role › Liquid and weight measurements, e.g. How much liquid had someone consumed (activity based)? <p>Maintain required timelines.</p> <ul style="list-style-type: none"> › Keep to workplace schedule › Ensure clients are at appointments and lunch on time 	<p>May work with expert/mentor where support is requested.</p> <ul style="list-style-type: none"> › Keep a record of hours worked and fill in a time sheet › Read and understand workplace timetables and schedules › Read and discuss appointment times and schedule times with clients › Measure familiar and predictable quantities using simple and routine measuring instruments

TASK	WORKPLACE STANDARD/S
ORAL COMMUNICATION	
<p>Verbally communicate with:</p> <ul style="list-style-type: none"> › Residents and clients to: <ul style="list-style-type: none"> › source client/resident preferences › assess levels of comfort › engage resident/client with the community › inform residents of tasks/activities being undertaken › communicate appropriately with clients who have dementia or other cognitive conditions or disabilities. › Families to provide resident/client updates, and general conversation › Team members/peers to: <ul style="list-style-type: none"> › conduct appropriate workplace communication › hand over information. <p>Appropriately communicate verbally for:</p> <ul style="list-style-type: none"> › general conversation › workplace communication › dealing with difficult behaviour › providing workplace instruction › providing constructive feedback/input › participating in meetings and other forums. 	<p>Works independently and uses own familiar support resources.</p> <ul style="list-style-type: none"> › Listen and respond to routine customer complaints requiring limited negotiation. › Listen to clear, sequenced instructions containing multiple steps and ask clarifying questions if needed. › Deal with conflict and difficult behaviour, listening actively to clarify points and differing opinions to resolve issues. › Present a workplace procedure to a colleague or manager (explain an activity). › Facilitate team discussions about appropriate activities for residents. › Negotiate with team members using a range of oral strategies/techniques such as persuasion, presenting an opinion or presenting options for compromise.
LEARNING	
<p>Participates in ongoing learning and professional development.</p> <ul style="list-style-type: none"> › Familiar with own style of learning. › Apply new strategies and techniques. › Actively participate in performance reviews. › Identify learning and professional development opportunities. › Proactive in sourcing information for ongoing learning and development. <p>Accepts guidance and advice from mentors and workplace coaches.</p>	<p>Works independently and uses own familiar sources.</p> <ul style="list-style-type: none"> › Familiar with own strengths and weaknesses as a learner and takes these into account when selecting learning options. › Will approach trusted, more experienced colleague to act as sounding board or mentor.

TASK	WORKPLACE STANDARD/S
DIGITAL LITERACY	
<p>Use of organisational technology, including:</p> <ul style="list-style-type: none"> › mobile devices › video-conferencing, e.g. Skype <p>Work in an online environment.</p> <ul style="list-style-type: none"> › Support residents in digital literacy. › Order groceries online. <p>Use of standard office equipment, including:</p> <ul style="list-style-type: none"> › audio-visual equipment › kitchen equipment. 	<p>Digital literacy skills assessed as necessary for the position.</p> <ul style="list-style-type: none"> › Operate, or follow instructions to operate, mobile devices. › Access and interpret information from familiar software programs, e.g. instant messaging, reports, spreadsheets. › Select personally relevant information online. › Use online shopping sites for client needs and requests, e.g. online grocery shopping. › Navigate and use appropriate workplace online tools and resources. › Use basic office equipment including photocopier, telephone, etc. <p><i>NB: Familiarisation with some or all of the above skills should be included as part of staff induction program.</i></p>