

POSITION DESCRIPTION



Palm Island

COMMUNITY COMPANY

Position Title:	Activities Officer		
Current Incumbent:			
Department:	Aged Care	Location	Palm Island
Reporting To (Title):	Aged Care Services Coordinator		
Employment Status	Full-time	Level	4
Award	Social, Community, Home Care & Disability Services Industry Award 2010 [MA000100]		
Contacts and Critical relationships	Internal • Executive Managers: Special Projects • Aged Care Services Coordinator • Community Support Officers & Support Workers • Bwgcolman Healing Staff • All PICC Staff External • Palm Island Elders and their families • Palm Island community members • Service providers and Elders Groups • Aged Care Services & Assessors • Local Council • Pharmacists • Allied Health Professionals & Specialists • Community activity and recreation providers • Partner Organisations • Townsville Hospital & Health Service		

ABOUT THE ORGANISATION

The Palm Island Community Company is an Aboriginal Community-Controlled Organisation that delivers health and community services, community capacity building and economic development programs on Palm Island.

Through the establishment of a network of partnerships and collaborations, the ongoing recruitment and training of staff, and an uncompromising attitude towards the building of community capacity, PICC continues to make a real difference in the lives of the people it serves.

Boasting a successful history since it was established in 2007, PICC delivers innovative, community-driven programs that are squarely aimed at supporting and strengthening the social, cultural, health and economic fabric of the Palm Island community.

PICC continues to work hard to strengthen the infrastructure of the remote island and create local jobs for local people while delivering vital human services to community it serves.



The fundamental focus of the Company is underpinned by the belief that the residents of Palm Island are entitled to have ready access to the range of reliable and high-quality health and social services like those to which most Australians have easy access.

PICC is proud of its role in helping Palm Island to lead the way in the development of a new model of Indigenous community capacity building that has demonstrated success.

THE PROGRAM

- The purpose of the Flexible Aged Care Program (FAC) is to provide individualised homecare that supports people to continue to live safely and independently in their own home for as long as possible.
- The objective of the service is:
 - to ensure Elders living on Palm Island have the access to high-quality healthcare and services that support optimal health and wellbeing.
 - to provide culturally safe holistic care that supports the spiritual, physical, emotional and mental wellbeing of Elders.
 - to recognise the importance of place-based care that strengthens and protects culture, community and kinship connections.

THE ROLE

The Activities Officer works under the direction of the Aged Care Services Coordinator and Aged Care Services Manager to plan, coordinate and deliver meaningful social, recreational, cultural and wellbeing activities for Elders accessing the Flexible Aged Care Program on Palm Island.

This position plays a vital role in:

- Promoting the social, emotional, physical and cultural wellbeing of Elders.
- Planning and delivering individual and group activities that encourage social connection, participation and independence.
- Supporting Elders to maintain cultural identity, community connections and meaningful relationships.
- Coordinating community outings, recreational activities, cultural events and group programs.
- Encouraging participation in activities that reduce social isolation and promote healthy ageing.
- Ensuring activities are person-centred, culturally safe, inclusive and responsive to the needs and preferences of Elders.
- Working collaboratively with Aged Care staff and other PICC programs to support integrated service delivery.
- Maintaining accurate activity records, attendance registers, feedback and reporting.
- Supporting the continued growth of the Flexible Aged Care Program by increasing opportunities for Elders to participate in activities and community life.



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TECHNICAL DUTIES

KEY RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Activities Planning and Program Delivery	
Develop and maintain an activities calendar that reflects the interests, needs, cultural preferences and abilities of Elders.	- Activities calendar developed and maintained, with a minimum of 90% of planned activities delivered or appropriately rescheduled. - Minimum of 4 organised group activities delivered per week, subject to client needs, staffing, resources and program requirements. - Activity plans and required resources prepared in advance, with evidence of regular and varied program delivery. - Activities are accessible and appropriately adapted to participating Elders, with relevant risks identified and managed.
Plan, organise and facilitate individual and group social, recreational, educational and wellbeing activities.	
Coordinate special events, cultural celebrations, community gatherings and recreational programs.	
Adapt activities to accommodate different levels of mobility, ability, communication and support needs.	
Client Engagement and Wellbeing	
Consult with Elders to identify their interests, preferences, goals and desired activities.	Client activity preferences reviewed at intake and at least every 6 months, or sooner when needs change.
Encourage participation and promote social connection, independence, dignity and choice.	Attendance and participation recorded for 100% of organised activities, with participation trends reviewed monthly.
Build respectful relationships with Elders, families and relevant community members.	Client feedback collected and reviewed quarterly, with concerns escalated and appropriate follow-up undertaken.
Identify and report changes in an Elder's wellbeing, participation or support needs to the Coordinator or Manager.	Identified concerns and safeguarding issues escalated promptly in accordance with PICC policies and procedures.
Cultural Safety and Community Engagement	
Develop and deliver activities that recognise Palm Island's cultural identity, traditions, history and community connections.	Activities demonstrate cultural relevance and are developed with appropriate consultation and respect for cultural protocols.
Consult with Elders, families and relevant community representatives when planning appropriate cultural activities.	Evidence of consultation and community input in activity planning and program development.



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Establish and maintain relationships with local community groups and organisations to support participation opportunities.	Minimum of 4 community engagement or partnership activities annually, where appropriate to program needs.
Promote inclusive activities that support connection, belonging and participation across the Palm Island community.	Documented opportunities for community participation and positive feedback from Elders and stakeholders.
Community Access, Outings and Transport Coordination	
Plan and coordinate approved outings, excursions and community-based activities.	Outings are planned, with transport, staffing, consent and risk assessments completed as required.
Coordinate vehicle requirements and transport arrangements with the relevant PICC staff.	Transport arrangements confirmed before activities and recorded in accordance with organisational procedures.
Ensure participating Elders receive appropriate supervision and assistance during outings.	All outings comply with relevant safety procedures, client support requirements and approved risk controls.
Report vehicle, equipment or venue hazards and any incidents arising during activities.	Incidents reported within required timeframes and hazards escalated promptly.
Documentation, Reporting and Resource Management	
Maintain accurate activity schedules, attendance registers, participation records and client feedback.	100% of required activity records completed accurately and submitted within agreed timeframes.
Prepare activity reports and provide updates to the Coordinator or Manager.	Monthly activity reports submitted by the agreed deadline.
Monitor activity supplies, equipment and resource requirements.	Stock and resource requests submitted promptly, with equipment maintained and stored appropriately.
Maintain confidentiality and comply with PICC documentation, privacy and information management procedures.	Records maintained securely, with no unauthorised disclosure of client information.
Quality, Safety and Continuous Improvement	
Conduct or contribute to activity and outing risk assessments and implement appropriate controls.	Risk assessments completed before relevant activities and outings, with controls implemented and reviewed as required.
Identify and report incidents, hazards, complaints and safeguarding concerns.	100% of identified incidents and reportable concerns managed in accordance with PICC policy and applicable requirements.



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Seek feedback from Elders and staff to improve activity planning and delivery.	At least 2 documented activity program improvement initiatives undertaken annually.
Participate in relevant team meetings, supervision and quality improvement activities.	Attendance at scheduled meetings and supervision, with agreed actions completed within required timeframes.
RESPONSIBILITIES GENERAL – ALL EMPLOYEES	KEY PERFORMANCE INDICATORS
Participate in Workplace Health and Safety training and activities and Risk Management Planning activities	Training and other activities recorded
Record incidents in line with practice policy	Incident reports recorded
Practice duty of care including meeting practice standards and accountability	Evidence of compliance in audits

NON-TECHNICAL DUTIES

RESPONSIBILITIES	KEY PERFORMANCE INDICATORS
Communicates with professional language to a range of people at all levels of organisations and community	Ability to communicate on all levels with all Corporate and Senior staff members, direct reports, Clients and other stakeholders
Understands, works and communicates effectively with First Nations people.	Shows respect for, and communicates appropriately with, First Nations colleagues, clients, and other stakeholders
Demonstrates respect for Palm Island cultural protocols, community relationships and kinship connections.	Activities and interactions are culturally safe, respectful and consistent with PICC values.
Engages in formal training when required.	Attends and completes training
Adhere to the Code of Conduct of the Palm Island Community Company in a manner that is consistent with both its spirit and intent	- Adheres to and is an advocate of the PICC code of conduct - Leading by example
Lead and maintain positive contribution to the team through active participation in team meetings and collaborative work processes	Resolve conflict and participate equitably in positive and successful teams



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Travel is a critical component of this role, as this position is based on Palm Island	Able to fulfill the responsibilities of the position.
Ensure effective backup coverage by coordinating with team members to maintain continuity of operations during absences. This includes delegating tasks, providing detailed handovers, and ensuring that critical functions are adequately supported to minimise disruptions.	Maintain 100% continuity of critical operations during periods of absence by ensuring adequate handovers, task delegation, and temporary role coverage within agreed timeframes.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. PICC can direct you to carry out duties which it considers are within your level of skill, competence and training.

SELECTION CRITERIA

1. Certificate III or IV in Individual Support, Leisure and Health, Community Services, Aged Care or equivalent 3 years of relevant experience.
2. Demonstrated experience planning and delivering social, recreational, cultural or wellbeing activities.
3. Ability to work respectfully with Aboriginal and Torres Strait Islander people in a culturally safe environment.
4. Well-developed communication, interpersonal, organisational and recordkeeping skills.
5. Understanding of person-centred support, client dignity, independence, social inclusion and wellbeing.
6. Ability to work independently and collaboratively, manage competing priorities and respond to client needs.
7. Understanding of workplace health and safety, duty of care, safeguarding, confidentiality and incident reporting.
8. Ability and willingness to undertake approved community outings and client transport duties, where required.
9. Flexibility to meet program requirements, including occasional activities outside standard hours when agreed and authorised.
10. Ability to travel on light aircraft.

Other Requirements

1. Satisfactory National Criminal History Check and any other required screening.
2. Hold a current "C" Class Driver's License (and maintain a current driving license throughout the period of employment).
3. Current First Aid and CPR certification, or willingness to obtain these if required.
4. Willingness to complete mandatory training and comply with PICC policies and procedures.

STAFF ACKNOWLEDGMENT



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POSITION TITLE: Activities Officer – Aged Care (Palm Island) (Palm Island). This position has been accurately described, is current and has been explained by:

Palm Island Community Company Representative:

..... Date:../...../.....

Signature

This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:

.....

Signature (Employee)

Date:../...../.....

DISTRIBUTION

- ✓ Signed original for employee personnel file
- ✓ Copy to employee