

# So many career options in caring



## HEALTHY OUTLOOK

Uniting Communities physiotherapist Louis Kwon and, opposite, ACH Group health services team leader Jen Symonds.

Four employees working across a range of roles within the aged care sector tell LYNN CAMERON about their positions

### LOUIS KWON PHYSIOTHERAPIST, UNITING COMMUNITIES

I joined Uniting Communities as a physiotherapist about six months ago, having graduated in 2019. During university, I worked part-time in an aged care facility as a kitchen hand and support worker. It was highly rewarding, and gave me an understanding of the physical needs of elderly people.

I am a community physiotherapist, which is different to a residential physiotherapist. My

day-to-day role varies. I work at Uniting Communities' U City on a Monday, where we offer exercise classes for residents and also one-on-one physiotherapy services. Monday afternoons and Thursday I'm based at Uniting Communities' community site at Prospect offering similar services but home visits as well.

I provide a variety of services but mainly pain relief and maintenance. The role also covers exercise, strength, endurance, flexibility and balance to reduce any falls risk. My big focus is on

more long-term management – encouraging people to take responsibility to treat their own symptoms and do the home exercise program regularly so they can be a bit more independent.

Sometimes older people have a lack of understanding of their conditions and what's best practice for management. I really enjoy explaining that to them so they can be on the same boat as me and we can carry out the journey together. And seeing the gradual changes in their health and mobility is rewarding – helping them to stay independent and at home for as long as possible.

### JEN SYMONDS HEALTH SERVICES TEAM LEADER, ACH GROUP

I have been with ACH Group

for about six-and-a-half years. I started off as an occupational therapist, working within a community team visiting people in their own homes. I also had the opportunity to work within our residential care facilities, which was a privilege.

I then became program co-ordinator, involved with referrals and managing caseloads; followed by clinical lead occupational therapist. I worked across all three of our community services sites and provided some support of our residential care facilities. My duties included supervision, leading our new graduate program, and working with leadership around service development.

I took on my current role in September 2021. It's an exten-

sion of my other roles, as well as supporting the broader team of massage therapists, physios, dietitians and more.

My day varies so much that it's not really a long day – there's an amount of regular tasks but there are issues that might come up: situations customers might find themselves in that they hadn't planned for. Then there are the conversations and meetings around service development which is really exciting as you can always improve and do more. I also work alongside other parts of the business, such as the home care adviser team which helps customers spend their Home Care Package funds to make sure their needs are met.

I'm quite new to this level of leadership so I don't know what