



## POSITION DESCRIPTION

**POSITION TITLE:** Assistant Retirement Village Manager  
Willow Glen Retirement Village

**REPORTING TO:** Retirement Village Manager

**DATE:** July 2010

### OVERALL PURPOSE OF POSITION:

To assist the Retirement Village Manager with the day to day operation of the Village and to maintain positive communication between residents, staff and TriCare. Reporting all issues to the Village Manager as they occur and relieving the Village Manager when necessary.

### SECTION A: THE JOB

#### STAFF & EXPENDITURE RESPONSIBILITIES:

Staff directly supervised: in conjunction with the Village Manager, all village staff including: Property Maintenance staff and Domestic.

Expenditure authority: \$250.00 in accordance with Company policy.

#### MAJOR TASKS/ACTIVITIES/FUNCTIONS/OUTPUTS:

By working closely and in conjunction with the Retirement Village Manager provide managerial assistance and support with the following functions:

1. Financial

- \* Provide direct input into the formation of village budgets.
- \* Manage operating budgets and review Profit and Loss statements.
- \* Manage all purchasing procedures and payment of all accounts.

2. Administrative

- \* Ensure all Company Diary requirements are completed by due date.
- \* Ensure all company manual requirements and procedures are completed as required.
- \* Attendance at Village Management Meetings.
- \* Maintain all village files and manuals, keeping up-to-date and in line with TriCare policies.
- \* Provide reports to Central Office as required on performance of village.
- \* Completion and supervision of on-site administrative tasks.
- \* Attend meetings with Social Committee, and Residents' Committee.

### 3. Marketing

- \* Co-ordinate receipt of all sales enquiries at the village and follow-up of prospective clients.
- \* Conduct sales walks with prospective residents and their families.
- \* Complete all termination, refurbishment and new resident paperwork in a timely, efficient and accurate manner and in accordance with company policy.
- \* Liaise closely with the Marketing Co-ordinator on marketing strategies for the village.
- \* Provide input and direction to the Marketing Co-ordinator on sales related issues.
- \* Provide timely feedback to the Marketing Co-ordinator / Legal Administration Officer to ensure village client reports are kept up to date.
- \* Liaison with ACAT teams and other aged and community service providers.

### 4. Human Resources

- \* Participate in the recruitment, induction, training and supervision of staff.
- \* Co-ordinate all rostering arrangements for staff.
- \* Review staff performances regularly and train, or organise training as required.
- \* Provide advice and guidance to staff regarding payroll issues as required.
- \* Provide guidance and counselling to staff as required.
- \* Organise and chair regular staff meetings.

### 5. Residents

- \* Manage resident admission procedures (including suitability assessments) of intending residents.
- \* Manage resident termination procedures (including liaison with families on unit reinstatement etc).
- \* Keep residents informed and up-to-date with serviced apartment and village policies.
- \* Co-ordinate Village activities with activities co-ordinator and social committee.
- \* Provide counselling and assistance where necessary.
- \* Maintain confidentiality between staff and residents at all times.
- \* Assist in co-ordination and publication of monthly newsletter to residents.
- \* Attend and chair regular village resident meetings as required.
- \* Attend Annual Meeting of Residents.
- \* Ensure Resident Handbook is up to date.

### 6. General

- \* Ensure a high standard is maintained in areas of:
  - grounds and maintenance.
  - cleaning/general housekeeping.
- \* Ensure general and preventative maintenance of building is kept up-to-date.
- \* Review performance of all sub-contractors, suppliers and other contractors to ensure standards are being met at all times.
- \* Co-ordinate refurbishment of available units, and liaise with suppliers and contractors to ensure time frames and standards are adhered to.

## **LOCATIONS & CONDITIONS OF SERVICE:**

LOCATION: Willow Glen Retirement Village  
11 Donahue Street, Toowoomba Qld

HOURS: Currently 21 Hrs per week, Monday, Wednesday & Friday  
9.00am to 4.00pm. Must be flexible and be able to provide  
leave coverage for Village Manager as and when required.

SALARY: As negotiated.

Position may require:

- Attendance at Central Office (as required).
- Attendance at other TriCare villages (as required).
- Attendance at competitor villages (as required).
- Attendance at outside companies ie. Suppliers (as required).
- Attendance at external conferences and training courses (as required).

## **SECTION B: THE PERSON**

### **KNOWLEDGE & SKILLS:**

- \* Highly developed verbal and written communication skills.
- \* Excellent observation skills.
- \* Excellent administration and budgeting skills.
- \* Well developed "people" skills.
- \* Proficient computer skills in a windows operating environment including Word, Excel and Publisher.

### **QUALIFICATIONS AND EXPERIENCE:**

- \* Current First Aid Certificate & CPR (or be willing to obtain upon appointment).
- \* Minimum 3 years experience in an administration role.
- \* Staff management experience.
- \* Prior experience in the retirement living industry is desirable.

### **PERSONAL ATTRIBUTES/QUALITIES:**

- \* A commitment to high standards & continuous improvement.
- \* Common sense, practical approach to management.
- \* Loyalty to TriCare.
- \* Customer and business profitability focus.
- \* Flexible, adaptable, "unflappable".
- \* Team leader.

## **SECTION C: PERFORMANCE MEASURES**

Annual Quality Performance Improvement.