

Position Description – Assistant Village Manager

Core Detail

Title	Assistant Village Manager
Role	To assist the Retirement Village Manager with the day to day operations of the Village, maintaining positive and effective communications with residents and staff, participating in sales for the Village, promotion of a positive work environment, reporting all daily matters to the Manager and providing relief in absence of the Manager.

Position Parameters

Employment	Full time, permanent
Reporting to	Village Manager
Staff directly supervising	All employees at the village
Key Relationships	Village Manager, Operations Manager – Retirement Living, Retirement Living Manager
Expenditure Limit	\$1,000
Location	TriCare Retirement Community (Village)

Detailed Description of the Position

Resident Services and Lifestyle	<p>Assist the Manager in the delivery of resident services and lifestyle ensuring residents are afforded opportunity to maintain optimum levels of independence, privacy and dignity.</p> <ul style="list-style-type: none"> • Maintain effective inter-personal relations with residents and their families. • Participate in resident admission procedures (including suitability assessments) of intending residents. • Participate in resident termination procedures (including liaison with families on unit reinstatement etc). • Maintain confidentiality between employees and residents at all times. • Assist regular communications to residents including notices and monthly newsletter. • Participate in continuous improvement initiatives. • Liaise with Residents Committee/Social Committee; attend and report at committee meetings if required.
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Sales and Marketing	<p>Maintaining a high level of occupancy is critical to the overall Village performance. Under the direction of the Village Manager the role has responsibility to:</p> <ul style="list-style-type: none"> • Respond to sales enquiries at the Village and follow-up of prospective clients. • Undertake sales walks with prospective residents and their families. • Undertake acquisition processes in accordance with TriCare policy and procedures. • Participate in marketing initiatives including attendance at Expos and presentations as necessary.
Management/ Administration	<p>Assist with the management of the Village as an effective, profit generating business unit. Key management and administration functions include, but are not limited to, the following:</p> <ul style="list-style-type: none"> • Management of human and material resources in a fair, equitable and financially responsible manner. • Contribution to the preparation of the Village operating budget. • Meeting Head Office requirements efficiently and within agreed time frames. • Co-ordinating services within the Village in liaison with the Village Manager • Assist with purchasing, accounting processes, village administration and procedures for payroll. • Assist Manager in overseeing general and preventative maintenance of building, gardens and grounds. • Monitor performance of all contractors and suppliers to ensure standards are being met at all times. • Advise Village Manager and other authorised Head Office employees of situations that have an actual or potential risk to the Company. • Ensure compliance with policies, procedures and practices.
Human Resources	<ul style="list-style-type: none"> • Assist the recruitment, induction, training and supervision of village employees. • Assist rostering arrangements for employees in accordance with budget and service requirements. • Participate in staff meetings and actions. • Assist in arranging employee training and ensure training records are maintained and training outcomes are evaluated.

Skills and Knowledge

- Demonstrated administration skills to a high standard.
- Up-to-date computer skills, i.e. use of Microsoft Office suite and electronic rostering.
- Highly effective and accurate oral and written communication skills.
- Highly developed customer service skills.
- Ability to use and interpret basic accounting principles.

Personal/Other Attributes

- Commitment to high standards and continuous improvement.
- Ability to participate actively and constructively within a team, lead and motivate others.
- Patience and approachability in all dealings with residents, relatives and visitors.
- Able to prioritise and adapt effectively; creative problem solver who is able to meet deadlines and work under pressure.
- Flexible approach to working hours.

Experience

- Current First Aid Certificate (or willing to obtain upon appointment)
- Minimum 2 years' experience in a management role
- Experience in supervision of staff.
- Formal training or qualifications in management/ administration (highly regarded)
- Prior experience in Retirement Living industry (desirable)

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

The Assistant Village Manager has responsibilities on behalf of TriCare, but must also comply with their requirements as employees. In carrying out these responsibilities, the incumbent will:

- Act as a role model;
- Ensure that employees and contractors have the information, orientation, instruction, training and supervision to work safely;
- Monitor compliance of WHS legislation and monitor compliance of TriCare's IRM standards;
- Consult with employees on proposed changes;
- Periodically review the work areas to assess the WHS aspects of the work environment and work procedures to ensure employees and contractors are working safely;

- Review all accident/incident reports to ensure that thorough investigations have been carried out and appropriate controls have been recommended;
- Implement, oversee or manage the risk management system which identifies, assesses and controls hazards; and
- Maintain a safe working environment.

Performance Measures

Annual Performance Review.