

Position Description – Legal Administration Officer

Core Detail

Title	Legal Administration Officer
Role	To actively support the Residential Contracts Manager to administer all legal procedures related to the processing of retirement village contracts, aged care resident agreements and related documentation.

Position Parameters

Employment	Full-time
Reporting to	Residential Contracts Manager
Location	TriCare Head Office, 250 Newnham Road, Mt Gravatt, Qld, 4122

Detailed Description of the Position

Retirement Village Contracts, Aged Care Resident Agreements and Related Document Preparation and Maintenance	<ul style="list-style-type: none"> ▪ Maintain an understanding and knowledge of the <i>Aged Care Act</i> and how it relates to Residential Care Agreements. ▪ Maintain a thorough understanding of the <i>Retirement Village Act</i> relating to Queensland, Victoria and New South Wales (and associated Amendments, Regulations and Guidelines) and how they govern the operation of retirement villages. ▪ At the direction and under the supervision of the Residential Contracts Manager, draft and incorporate amendments into retirement village documentation and submit amended documentation, in accordance with guidelines and procedures applicable to relevant States, to the Registrar of Retirement Villages for approval. ▪ At the direction of the Residential Contracts Manager, submit applications and reports to the Registrar with respect to any other matters under the <i>Retirement Villages Act</i>. ▪ Ensure references to site and residential unit specifications in the legal documentation are accurate and arrange for preparation of lease plans for each new stage or Village when requested by Residential Contracts Manager. ▪ Prepare and lodge Australian Securities and Investments Commission documentation regarding the preferential share arrangement for villages. ▪ Maintain close contact with the Titles Queensland, Sydney Agents, Office of State Revenue and the Australian Securities and Investments Commission so that: <ul style="list-style-type: none"> ○ legal changes required to documentation are made in a timely manner; ○ potential problems relating to document lodgement are minimised; ○ the processing of documentation within those instrumentalities is expedited.
---	--

Processing of Resident Legal Documentation

- Possess a thorough working knowledge of the documentation required and procedures to be followed in relation to the acquisition, occupation and termination of residents at TriCare's retirement villages.
- Possess a thorough working knowledge of the documentation required and procedures to be followed in relation to the occupation and discharge of residents at TriCare's aged care residences where it relates to the Residential Care Agreements.
- Respond to enquiries with respect to TriCare retirement villages or aged care residences. Must speedily recall relevant documentation so that the response to enquiries is simple and accurate.
- At the direction of the Residential Contracts Manager, maintain and update standard letter templates and forms with respect to the acquisition, occupation and termination of residents.
- Adapt documentation, where appropriate, in accordance with TriCare guidelines and with the approval of the Residential Contracts Manager, to accommodate various resident circumstances.
- Deal with unforeseen situations in relation to legal documentation (if necessary in conjunction with Residential Contracts Manager).
- Review aged care pre-entry paperwork to ensure accuracy of information and follow up with relevant Department if required.
- A broad knowledge of property law and procedure, including Titles Queensland procedures, especially in relation to leases, mortgages, powers of attorney, conveyance processing and estates.
- Draft Titles Offices forms and declarations and update forms, declarations, and registration fees when required.
- Assess documentation for any stamp duty implications.
- Attend to lodgement and retrieval procedures at Office of State Revenue (where applicable), Titles Queensland and Sydney Agents.
- When necessary, attend government departments to discuss difficult matters.
- Conduct all aspects of both resident acquisition and termination from beginning to end, ensuring that all documentation is clearly identified, all time-lines are maintained, and all parties whether internal or external to TriCare are accurately briefed and updated.
- Advise Residential Contracts Manager of any concerns or issues regarding non-compliance of legal processes/procedures and policies.
- Maintain share register with regard to each retirement village.
- Maintain retirement villages termination register.

Database Maintenance, Processing and Reporting

- Maintain resident database information and present reports on same as required for retirement villages.
- Process acquisition and termination details into current database for retirement villages and present reports regarding legal activities of all villages to relevant personnel (i.e. weekly Particulars Report, weekly Ready Reference Report, quarterly Contract Report).
- Collect and scan relevant resident documentation for aged care residences to eCase.
- Maintain all client records.

Aged Care and Retirement Living Division Collaboration	<ul style="list-style-type: none"> ▪ Acquire and maintain an overview of all TriCare retirement living and aged care financial and marketing processes that may have a potential impact on legal documentation, ensuring an understanding of: <ul style="list-style-type: none"> ▪ the intent of sales and marketing strategies; ▪ the variability's of the operation of the individual retirement villages; ▪ the history of the each retirement village's documentation - how it has changed over time and how those changes impact on current resident occupation; ▪ annual retirement village resident service fee increases, ensuring that all relevant resident documentation is appropriately updated and appropriate instrumentalities are advised. ▪ At request of Residential Contracts Manager, perform public speaking presentations to groups of TriCare employee/managers, residents and/or their relatives within retirement villages on subjects that relate to various aspects of the legal process including but not limited to acquisition and termination procedures. ▪ Assist relevant TriCare personnel with resident liaison and enquiries.
General Administration	<ul style="list-style-type: none"> ▪ At the direction of the Residential Contracts Manager, assist with special projects, which arise from time to time. ▪ Ensure all aspects of administration in relation to the role are routinely maintained, (e.g. filing for ease of retrieval all correspondence, documentation, calendar bookings, file notes). ▪ Attend to any allocated tasks and/or relevant matters referred to in the Company/Divisional Diary in a timely manner. ▪ Ensure all legal documents/files are appropriately archived. ▪ Attendance at Titles Queensland as required ▪ Attendance at TriCare Retirement Villages and Aged Care Residences as required

Skills and Knowledge

- Knowledge of (or ability to reference) Retirement and Aged Care legislation.
- Sound knowledge of Titles Queensland practice and procedure.
- Advanced computer skills.
- Strong communication skills - ability to liaise with the elderly, solicitors and bureaucrats in government departments, as well as a variety of personnel working for TriCare.

Personal/Other Attributes

- Ability to prioritise and to follow through with tasks.
- Ability to work collaboratively with others and to work unsupervised.
- Pleasant, friendly personality, mature, and confident attitude.
- Strong attention to detail.
- Accurate recording of information and records.
- Self-motivated.
- Confidentiality.

Experience

- At least 3 years' experience as a Paralegal (property).

Performance Measures

- Annual Improvement Review.