

## Position Description – Retirement Village Manager

### Core Detail

<b>Title</b>	Retirement Village Manager
<b>Role</b>	Responsible for effective management of all day-to-day operations of the Village, ensuring positive and effective communications between residents and TriCare, facilitating sales and marketing opportunities for the Village, promotion of a positive work environment and acceptable return on investment to shareholders.

### Position Parameters

<b>Employment</b>	Full time
<b>Reporting to</b>	Retirement Living Manager
<b>Staff directly supervising</b>	All employees at the village
<b>Expenditure Limit</b>	\$1,000
<b>Location</b>	TriCare Retirement Community (Village)

### Detailed Description of the Position

<b>Resident Services &amp; Lifestyle</b>	<p>The role is responsible for the overall delivery of resident services and lifestyle ensuring residents are afforded opportunity to maintain optimum levels of independence, privacy and dignity. Performance indicators include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Responsible for achieving a high level of resident satisfaction.</li> <li>• Manage resident admission procedures (including suitability assessments) of intending residents.</li> <li>• Manage resident termination procedures (including liaison with families on unit reinstatement, etc.).</li> <li>• Keep residents informed and up-to-date with Village policies.</li> <li>• Maintain confidentiality between employees and residents at all times.</li> <li>• Ensure regular communications to residents including publication of monthly newsletter.</li> <li>• Utilise resident feedback including resident surveys to facilitate continuous improvement.</li> <li>• Liaise with Residents Committee/Social Committee; attend and report at committee meetings as invited.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Chair Annual Meeting of Residents in accordance with TriCare policy and legislative procedures; coordinate other resident meetings and/or information sessions as required.</li> </ul>
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<b>Sales &amp; Marketing</b>	<p>Maintaining a high level of occupancy is critical to the overall Village performance. The role has key responsibility to:</p> <ul style="list-style-type: none"> <li>• Co-ordinate all sales enquiries at the Village and follow-up of prospective clients.</li> <li>• Undertaking sales tours with prospective residents and their families.</li> <li>• Undertake acquisition processes in accordance with TriCare policy and procedures.</li> <li>• Understand competitor offerings and factors that contribute to the success and challenges of sales.</li> <li>• Participate in marketing initiatives including attendance at Expos and presentations as necessary.</li> <li>• Liaise closely with the Head Office Sales &amp; Marketing on marketing strategies for the Village and sales related issues.</li> <li>• Work closely with the Head Office Legal Administration team to ensure acquisition and termination processes meet legislative requirements and TriCare procedures.</li> </ul>
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<b>Management &amp; Administration</b>	<p>This role incorporates responsibility for the management of the Village as an effective, profit-generating business unit. All systems, procedures, protocols, practices and employees within the Village are within the scope of the responsibility of this role. Performance indicators include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Manages human and material resources in a fair, equitable and financially responsible manner.</li> <li>• Contributes to the preparation of the Village operating budget.</li> <li>• Achieves agreed budgetary targets.</li> <li>• Meets Head Office requirements efficiently and within agreed time frames.</li> <li>• Coordinates services within the Village in liaison with the Retirement Living Operations.</li> <li>• Responsible for purchasing procedures.</li> <li>• Is accountable for all payroll and accounting functions.</li> <li>• Coordination of all Village administration.</li> <li>• Ensure that all general and preventative maintenance of building, gardens and grounds is up-to-date.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Review performance of all contractors and suppliers to ensure standards are being met at all times.</li> <li>• Advises Retirement Living Manager and other authorised Head Office employees of situations that have an actual or potential risk to the Company.</li> <li>• Ensure that there is management coverage of the Village across all business hours, ensuring that annual leave and other planned leave do not result in management absences.</li> <li>• Ensures the Village and its operations (policies, procedures and practices) meet all statutory and regulatory requirements.</li> </ul>
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<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Manage the recruitment, induction, training and supervision of employees.</li> <li>• Co-ordinate all rostering arrangements for employees in accordance with budget and service requirements.</li> <li>• Organise and chair regular staff meetings.</li> <li>• Establish and/or maintain an effective annual performance appraisal system for all employees to ensure skills development needs are identified and addressed.</li> <li>• Liaise with the Training Manager to ensure training is provided in response to identified needs, training records are maintained and training outcomes are evaluated.</li> </ul>
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### Skills and Knowledge

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- Ability to manage the Village in a commercially viable manner which supports resident lifestyle and a co-operative, positive environment for employees.
- 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. Sales and negotiation skills.
- Sound understanding of relevant State Legislation as it applies to Retirement Villages (preferred, not essential).
- Sound understanding of, and ability to correctly apply, relevant principles of the Fair Work Act (preferred, but not essential).
- Ability to use and interpret basic accounting principles.
- Able to prepare well-researched, clearly presented reports and submissions as necessary.
- Can critically analyse and evaluate.

## Personal/Other Attributes

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- 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.
- Able to accept accountability and responsibility for the operations of the Village.
- Flexible approach to working hours.

## Experience

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- Current First Aid Certificate (or willing to obtain upon appointment)
- Minimum 3 years' experience in a management role
- Formal training or qualifications in management/administration (highly regarded)
- Prior experience in Retirement Living industry (desirable)

## Work Health and Safety

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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 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 RM 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

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Performance Appraisal/Annual Performance Review