

Position Description – Paralegal – Residential Contracts

Core Detail

Title	Paralegal – Residential Contracts
Objective	To ensure timely and accurate contract administration for retirement village contracts and aged care agreements ensuring compliance for TriCare and a positive experience for residents and customers.
Role	To administer all legal procedures related to the processing of retirement village contracts, aged care resident agreements and related documentation.

Position Parameters

Employment	Part -Time (3 days or equivalent)
Reporting to	Residential Contracts Manager
Location	TriCare Head Office, 250 Newnham Road, Mt Gravatt, Qld, 4122 with site visits to Aged Care residences and Retirement Villages as required.

Detailed Description of the Position

Document Preparation and Maintenance	▪ Draft and incorporate amendments into retirement village documentation, including lease plans and submit amended documentation, in accordance with guidelines and procedures applicable to relevant States, to the Registrar of Retirement Villages for approval. ▪ Submit applications and reports to the Registrar with respect to any other matters under the <i>Retirement Villages Act</i>. ▪ 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 documentation is processed in a timely manner and potential delay, or problems are minimised.
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Processing Resident Legal Documentation	▪ 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. ▪ Process documentation in relation to the acquisition, occupation and termination of residents at TriCare's retirement villages. ▪ Process documentation in relation to the occupation and discharge of residents at TriCare's aged care residences where it relates to the Residential Care Agreements. ▪ Respond and manage enquiries with respect to TriCare retirement villages or aged care residences within service level standards as prescribed. ▪ Maintain and update standard letter templates and forms with respect to the acquisition, occupation and termination of residents. ▪ Adapt documentation, where appropriate and requested, in accordance with TriCare guidelines to accommodate various resident circumstances. ▪ Draft Titles Offices forms and declarations and update forms, declarations, and registration fees when required. ▪ Attend to lodgement and retrieval procedures at Office of State Revenue (where applicable), Titles Queensland and Sydney Agents including stamp duty requirements. ▪ When necessary, attend government departments to discuss difficult matters. ▪ Advise of any concerns or issues regarding non-compliance of legal processes/procedures and policies. ▪ Maintain share register and termination register for retirement villages.
Database Maintenance, 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.
General Administration	▪ 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).

- Assist with special projects.
- Attend to any allocated tasks and/or relevant matters referred to in the Company/Divisional Diary in a timely manner.
- Complete any other tasks as requested to support the Residential Contracts team

Skills and Knowledge

- Knowledge of (or ability to reference) Retirement Village Act and Aged Care legislation.
- Sound knowledge of Titles Queensland practice and procedure and Property law (Desirable).
- 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 2-3 years' experience as a Paralegal (property) or having worked in a legal environment.

Performance Measures

- Annual Improvement Review.