

RETIREMENT VILLAGES MANAGER

POSITION DETAILS:

Position Title:	Retirement Villages Manager	Reports To:	Executive Manager Integrated Services
Department/Division:	Retirement Living	Direct Reports:	Village Admin Assistant

POSITION SUMMARY

The Retirement Villages Manager is accountable for delivering a customer-centric and commercially viable service offering across Southern Cross Care (Tas) Inc. (SCC) Lifestyle Villages. This role will partner with our residents to support the delivery of a compelling customer centred experience.

KEY RESPONSIBILITIES

- To professionally manage Southern Cross Care's Lifestyle Villages in accordance with the culture and philosophies of Southern Cross Care.
- To establish and maintain effective working relationships with the Residents Committee's, Residents, their families, the community and services providers.
- Be responsible for the village financial performance in accordance with the village operating budgets.
- To achieve set KPI's in line with Board approved resales, refurbishments and targets.
- To establish and maintain effective working relationships with all Southern Cross Care employees.

KEY PERFORMANCE INDICATORS

- Village Administration & Financial Performance.
- Resident Services, Relationships, Safety & Security.
- Sales.
- Staff Management.
- Health, Safety and Environment.
- General Operations.

SELECTION CRITERIA

ESSENTIAL:

- Demonstrated success in a similar level management role.
- Highly developed visual, verbal, and written communication skills.
- Working knowledge of Microsoft Suite.
- Strong understanding of budgetary processes.
- Strong attention to detail and high level accuracy.
- Ability to develop strong working relationships with internal and external stakeholders.
- Ability to liaise at all levels and build strong rapport with residents and staff on all levels.

DESIRABLE:

- Experience in working within the retirement village or aged care industry
- Demonstrated knowledge of current industry developments and standards.
- Degree level qualification in management or business administration.

SPECIAL EMPLOYMENT CONDITIONS

1. Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the *Aged Care Act 1997* prior to commencement of employment.
2. All SCC employees, volunteers, and contractors must hold a valid registration to work with vulnerable people with an NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.

RETIREMENT VILLAGES MANAGER

3. Required to sign the organisation's Confidentiality Agreement.

SOUTHERN CROSS CARE VALUES

Compassion

- We respond willingly and positively to help meet the needs of those around us.
- We promote a sense of belonging and community.
- We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community.

Integrity

- We look for the good in all people and recognise the contribution of each individual as we work together.
- We demonstrate honesty and trustworthiness in all that we do.
- We are conscientious and ethical in our decision making and take responsibility for our own actions.

Respect

- We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.
- We recognise and respect individuality and diversity.
- We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances.
- We manage our resources wisely to minimise the impact on the environment.

WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

Maintain a safe working environment and adopt safe work practices by:

- Ensuring an awareness and prompt identification of WH&S risks and hazards.
- Maintaining a safe environment for all staff and care recipients.
- Reporting, rectifying (where possible) and documentation of incidents, risks and hazards that come to your attention in accordance with Southern Cross Care (Tas) Inc's WH&S Policy.
- Ensuring an awareness of and the implementation of correct fire and security safety procedures, and participation in fire and security drills as required.
- Ensuring personal work practices comply with the organisation's workplace health and safety policies and procedures.
- Ensuring all staff members perform safe manual handling practices.
- Recognition and responding appropriately to unsafe or unprofessional practices.
- Ensuring that all equipment and supplies are used appropriately to complete duties efficiently and economically so as to minimise wastage and/or abuse.
- Practice appropriate infection control procedures.

AUTHORISATION

I/we acknowledge and accept the above requirements and scope of the position.

Manager Signature:		Date:	
Employee Signature:		Date:	

POSITION DESCRIPTION