



POSITION DESCRIPTION

Title:	Villages Community Manager, Canberra
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	N/A
Usual work location:	Canberra
Cost Centre:	121,131
Usual hours of work:	56hrs/fortnight PPT (or other hours by negotiation)
Position Objective:	<p>The philosophy of Anglicare's Retirement Village portfolio is to operate relatively small villages with a real sense of community and resident well-being embedded in each village. To support this the objectives of the Villages Community Manager position are:</p> <ul style="list-style-type: none">• Foster relationships with prospective residents, existing residents, staff and other stakeholders ensuring that Anglicare's Values are at the core of relationships• Maximise occupancy rates through marketing of vacant ILUs• Effectively manage the day to day operations of independent living units (ILUs) at Brindabella Court and St David's Close Retirement Villages• Ensure the safety and well-being of residents

Position Responsibilities:

- Directly oversee and manage the day to day operations of the village to ensure that:
 - ✓ residents receive the support and services contractually required, and which are aligned with Anglicare's Mission and Values
 - ✓ the villages operates within approved budgets
 - ✓ the villages are maintained to a safe and high standard that meets legislated requirements
 - ✓ staff are supervised, supported and enabled to provide high level support to the villages and residents
 - ✓ records are up to date, accurate and compliant with accounting and legislated requirements.
- Actively market vacant ILUs through:
 - ✓ direct marketing to, and developing positive relationships with, prospective residents and their families
 - ✓ attending relevant Retirement Village Expos
 - ✓ maintaining an active waiting list for each village and following up with prospective residents
 - ✓ managing the refurbishment and presentation of vacant ILUs
- Ensure that staff respond promptly to emergency and other urgent matters at the villages when made aware of a situation requiring a response, including emergency alarm activations
- Continually monitor the general well-being and safety of residents through personal interaction with residents and their families/representatives as appropriate
- Local point of contact for residents and/or their families/representatives
- Implement and manage a Supported Living Program to provide relevant fee-for-service support and services to residents to assist them to maintain independence
- Develop and foster relationships with other Anglican and local community entities
- Assist with the ongoing development of policies, procedures and systems to support accreditation and continuous improvement of the villages
- Attend Resident Meetings and Staff meetings as required and ensure accurate minutes are recorded and distributed
- Other responsibilities and duties as may from time to time be assigned by the General Manager Retirement Villages

Key behaviours:

Interpersonal

Establishes cooperative and productive relationships by understanding and responding to the needs of others.

Initiative

Originates action and actively seeks to contribute rather than passively accepting situations.

Job Motivation

Is a self-starter and self-motivated and maintains a high level of enthusiasm for work responsibilities.

Planning and Organising

Establishes a course of action and marshals resources to achieve a specific goal.

Problem Solving

Identifies and defines problems and feasible solutions through gathering and analysing information

Key skills:

- High level interpersonal, communication and negotiation skills
- High level of customer focus
- Sound level computer literacy
- Ability to work unsupervised and prioritise workloads to meet tight deadlines

Key knowledge areas:

- Demonstrated knowledge of the ACT *Retirement Villages Act 2012* and the ACT *Retirement Villages Regulation 2013*
- Demonstrated understanding of spirituality and ageing, and the associated needs of residents
- Experience in any of the following areas would be highly regarded:

Key experience:

- Retirement Villages operations
- Retirement Villages unit sales and marketing
- Property Maintenance

Qualifications:

- Diploma in either business, hospitality, marketing, property maintenance or equivalent – or a

willingness to undertake a relevant Diploma course within six months of commencing employment (with support from Anglicare)

- First Aid Certificate – or willingness to undertake a first aid course
- Current Drivers Licence

Reports to: General Manager Retirement Villages.

Direct reports: Villages Chaplain
Villages Caretaker

Signed Date.....
(xxx, Retirement Villages Manager, Canberra)

Signed..... Date.....
(John Vilskersts, General Manager Retirement Villages)