

JOB DESCRIPTION

Retirement & Independent Living Specialist

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for the provision of subject matter expertise, coaching and support in relation to regulatory frameworks, reform, compliance and contract management for the overall effective delivery of Retirement and Independent Living services. This role will work in partnership with Operations Support and Service Delivery teams across all Operating areas, acting as subject matter expert in the area/s of specialisation to ensure services maintain regulatory compliance and implement improvements as part of effective quality assurance and continuous improvement.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Customer and Commercial team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct.
- Contribute to a culture of openness, feedback and productivity.
- Role model communicate and act in ways that are consistent with Uniting's values.

- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Retirement & Independent Living Specialist, your role specifically will:

- Operate as a Subject Matter Expert in your area/s of Product Specialisation, providing content and advice to Operational Support and Service Delivery teams.
 - Guide and influence the process of quality assurance and continuous improvement in your area/s of specialisation.
 - Identify opportunities to improve processes through automation, codification or systemisation where possible.
 - Contribute to the identification and ongoing monitoring of compliance, accreditation and regulatory requirements, providing support to services to meet these requirements.
 - Lead and role model effective program, process and system reviews to support improvement to align to best practice standards and principles of the Senior Services Operating Model.
 - Identify, document and lead the development of regulatory standards, compliance frameworks, policy and procedures for your area/s of specialisation.
 - Develop quality assurance and training programs that support teams to understand and meet compliance requirements.
 - Monitor and audit accreditation and compliance performance across all operations, ensuring compliance with contract outputs and reporting timeframes to regulators.
 - Collaborate with Operations Support and Service Delivery teams in the roll-out of new and existing regulations, reform and policy changes including oversight of annual budget processes.
 - Partner with Operations Support and Service Delivery teams to effectively respond to complaints and feedback providing a point of escalation to resolve complex or high risk complaints.
 - Collaborate with internal stakeholders providing specialist advice on tenders, new developments and service opportunities.
 - Identify training needs and professional development requirements for Service Delivery teams, in conjunction with the learn@uniting team.
 - Understand and remain abreast of regulatory changes and developing knowledge/practice in your area/s of specialisation and review its applicability and potential impact for Uniting.
 - Collaborate with Services to implement voice of customer programs including implementation of annual satisfaction surveys and participation in resident forums.
 - Work with Uniting functions and teams to ensure coordination across the organisation, avoiding duplication, standardising on efficient processes and delivering continuous improvement.
 - Maintain external industry association and networks and act as a primary point of contact for registration and compliance (Property Council of Australia, Department Fair Trading, Residents Ambassador, Retirement Village Residents Association).
 - Monitor and maintain up to date administrative systems that support effective compliance and information management.
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ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Seniors Services
You'll report to: Customer Lead

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

Bachelor qualification in a relevant field or equivalent experience.

Skills and Experience:

Typically, this role will require three (3) or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- In-depth knowledge of the Aged Care industry and an expert level knowledge of regulatory instruments.
- In-depth knowledge of and experience with quality management systems
- Demonstrated capacity to build the capability of others in your peer group
- Passion for social change and creating an organisation of influence for the most disadvantaged
- Skilled at navigating a complex organisation, forging relationships, and managing through influence
- Effective negotiation, communication and liaison skills, with both internal and external stakeholders
- Excellent written and verbal communications skills including demonstrated experience

in complaints handling and report writing.

- Advanced knowledge and experience with using multiple computer applications/ systems and willingness to learn new systems/programs as required
- Demonstrated commitment to continuous improvement that enhance operating beyond compliance to support improved client outcomes.

Employee Name:		Manager's Name:	
		Title	
Date:		Date:	
Signature:		Signature:	