

## POSITION DESCRIPTION

**Position Title:** Village Manager  
**Department:** Independent Living  
**Location:** Local  
**Classification:** Non Award

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**Position Reports to:** Area Manager  
**Position Supervises:** none  
**Key relationships:** Residents & families, Area Manager, Co-located Residential Manager, Sales Team, Asset Team, Minor Works Team, Development Team, Finance Team

**Vision:** Inspired Care... Enriching Lives... Together

**Values:** **Imaginative, Respectful, Compassionate, Bold**

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### POSITION PURPOSE

To provide high quality and holistic customer service to retirement village and/or housing residents on a day-to-day basis by managing all aspects of independent living accommodation including the coordination of maintenance, refurbishment work, sales and leasing and resident activities with the relevant Teams.

To ensure that all organisational and regulatory requirements are met and to liaise effectively with colleagues across all Uniting service streams including Sales, Finance, Asset, Development, Residential, Home and Community Care.

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### POSITION OBJECTIVES

- To enhance the health, happiness and wellbeing of residents.
- To create a welcoming environment and develop and maintain strong relationships with residents, providing in depth orientation for new residents and co-ordinating village activities.
- To facilitate the independent living of residents by delivering on-site services in line with organisational processes and policies.
- Ensure villages are maintained at the level required to deliver a high quality standard of living for residents by coordinating with Asset and Minor Works Teams.
- To maintain optimum occupancy levels by undertaking face to face sales and letting activities in line with organisational policy and implementing new sales initiatives in conjunction with Sales Team.
- To support village operation by managing client information systems.

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### KEY RESPONSIBILITIES

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**Financial management:**

- Perform face-to-face sales activity required to maintain optimum village occupancy.
- Ensure that activities within the scope of responsibility are performed in accordance with independent living village operations.
- Responsibility for preparation of annual budgets and negotiate budget acceptance with resident committees and residents where there is no committee.

**Operational processes:**

- Manage the day to day operations of the Village(s).
- Ensure that village operation complies with all regulatory and reporting requirements. (including HSW and the Retirement Villages Act and Regulations)
- Manage resident correspondence, complaints and Quasar entries.
- Coordinate all maintenance, grounds & gardens, cleaning, pest control, waste service requirements, in conjunction with Asset Management Team.
- Ensure that appropriate communication systems are in place to respond to enquiries, sales enquiries, resident issues and complaints and correspondence.
- Ensure that all units have appropriate emergency response system (INS), fire equipment, evacuation plans and emergency procedures. Ensure regular audits and the necessary training courses are conducted.
- Undertake corrective action for any reactive repairs and maintenance and coordinate unit refurbishments by working with Minor Works Team.
- Liaise regularly with the residential service manager on co-located sites to discuss a range of issues including proposed new residents, any support issues which may affect the staff and residents on site, use of shared facilities and shared local events and celebrations.
- Maintain awareness of and fulfil responsibilities, authorities and accountabilities as defined by the organisation's health, safety and wellbeing management system.
- Participate and comply with all quality management systems and processes.

**Client relationship:**

- Refer residents who may need support to the appropriate Uniting service stream.
- Welcome and provide orientation for new residents.
- Enable and organise village activities including social, transport, healthy living and safety matters.
- Support resident activities including the resident's committee and attend meetings.
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders.

**People leadership**

- Contribute to a culture of openness, feedback and productivity.
- Positively model the organisation's Code of Ethical Behaviour.
- Model the values of the Uniting Church of respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity, passionately pursuing social justice and inclusion.
- Take care for 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).

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## KEY PERFORMANCE INDICATORS

### Operational processes:

- Ensure all regulatory & reporting requirements are met for HSW and village operation.
- Ensure all maintenance jobs are completed accurately and in a timely manner.
- Ensure resident activities are organised in line with organisational guidelines.

### Client relationship:

- Achieve at least 90% clients surveyed are satisfied with service.

### Responsibility for Financial management:

- Achieve financial targets established by the annual budget process.
- Achieve Village occupancy within optimum range 95 – 100%.

## PROFESSIONAL SKILLS AND KNOWLEDGE

### Qualifications:

- Management related courses.
- Relevant tertiary qualification in an appropriate discipline is desirable.

### Skills:

- Demonstrated ability to adapt and innovate in a changing environment
- Demonstrated high level verbal and written communication skills
- Proven ability to meet and exceed customer satisfaction levels
- Proven ability to meet and exceed sales targets.
- IT skills with common software suites (Word, Excel, PowerPoint, CRM, SharePoint etc)

### Experience:

- Experience in delivery of quality customer service.
- Industry experience in the Aged Care Sector.
- Understanding of, and experience working under the Retirement Villages Act and Residential Tenancies Act.
- Previous management experience, preferably in an aged care setting.

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	

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