

What you do matters.



## Residential Admissions Experience Manager Position Description



EMPLOYMENT TYPE	Full Time (1.0FTE)
CONDITIONS	12 month contract
TEAM	Customer, Insights & Marketing
REPORTING RELATIONSHIPS	Reports to: Danielle Young (Customer Centre & Sales team leader) Direct Reports: NA
KEY PERSONNEL	No

### Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

### Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

### Role Purpose

This role forms a key part of the Benetas future strategy, focusing on nurturing occupancy in our 12 Victorian residential care homes. As the needs of the business dictate, this role will target supporting the RAC Sales team and Residential Service Managers in providing the optimum experience to our customers, specifically in their initial experience of Benetas homes.

The role will provide short term, site based support in raising the standard of presentation and appearance of the nominated home, focusing on permanent admissions.

As well as initiating organisational best practices for tours and consumer interaction at the admission stage, this role will also provide mentoring to site based staff in the organisational expectations of “what good looks like”. Once these objectives are met in the nominated home the role will transition to the next designated home.

## Position Specific Responsibilities

Key Result Areas	Key Tasks/Behaviours	Success Indicators
Working on-site in nominated homes facing occupancy challenges, and working closely with the staff in the home to	<ul style="list-style-type: none"> <li>• Manage the look / appearance of the home on a daily basis</li> <li>• Ensure display rooms are consistently maintained to excellent standard</li> <li>• Ensure tour and admission packs are developed, are consistent with guidelines and available for use at all times</li> <li>• Design an optimal tour experience for prospective families following a designated tour path and process</li> <li>• Coach site based staff in best practices in how to deliver tours, create a positive consumer experience and maintain ongoing standards</li> <li>• Role model great Customer Service – provide training to on-site teams as required</li> <li>• Work with Lifestyle teams to ensure resident activities present during tour periods</li> <li>• Establish FAQ list for tours- specific to each home</li> <li>• Assist with the Admission Experience – room ready for day of admission, assist with unpacking, offer support to family, organize tea/meals in alignment with best practice</li> </ul>	<p>Comprehensive site specific tour pathway using organisational best practices</p> <p>Display rooms always ready for inspection</p> <p>Positive feedback from customers</p> <p>Tour collateral presented in most current and compliant format</p> <p>Site based staff able to replicate the tour/admission experience upon return to BAU</p>
Working with Sales and Customer Centre teams to build strong relationships with prospective residents and their families	<ul style="list-style-type: none"> <li>• Ensure all site based staff are aware of daily tour schedule</li> <li>• Liaise with Customer Centre and Sales team to ensure occupancy is maximised to minimise empty bed days</li> <li>• Communicate with RSM/Sales Team and Customer Centre on feedback from tours and prospective residents</li> <li>• Ensure Resident agreement is signed by all parties (liaise with Sales Team) and assist with any explanation if required</li> </ul>	<p>Customer and Employee feedback</p> <p>Occupancy results from Prophix</p> <p>Proficiency is using Fresh call logs</p>
	<ul style="list-style-type: none"> <li>• Liaison with property maintenance officer and RSM to ensure quick turnaround of rooms</li> <li>• Regularly review the state of furnishings and fittings and escalate concerns to the RSM/RBM accordingly</li> </ul>	<p>Results in Prophix vacant bed days</p>

## Selection Criteria

Qualifications	
Desirable	
<ul style="list-style-type: none"><li>• Tertiary qualification in i.e. business and/or relevant commercial/ industry experience</li></ul>	
Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"><li>• Previous experience in Residential Aged Care or hospitality service environment</li><li>• Understanding of (or willingness to learn) current Aged Care fees and charges and their applications</li><li>• Demonstrable evidence of high level verbal and written communication skills</li><li>• Ability to multi-task</li><li>• Demonstrated experience working in complex environments as part of a multidisciplinary team and ability to juggle competing priorities while fostering effective working relationships</li></ul>	<ul style="list-style-type: none"><li>• High level communication skills</li><li>• Flexible and adaptable in a dynamic working environment</li><li>• High level of empathy and emotional intelligence</li><li>• Strong interpersonal skills</li><li>• Able to build trust and show integrity</li><li>• Ability to anticipate requirements using initiative</li><li>• Highly developed attention to detail</li></ul>

## Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
<b>Living our values in the way we behave and interact with others</b>	<p><b>Respect</b> - Takes time to understand and value each person and respects their choices</p> <p><b>Community</b> - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p><b>Spirit</b> - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p><b>Responsibility</b> - Acts with integrity toward our clients, their families and carers and the broader community</p>
<b>Leadership and Team</b>	<ul style="list-style-type: none"> <li>Leads by example</li> <li>Maintains a positive approach that promotes confidence in those around them</li> <li>Is open to feedback</li> <li>Achieves agreed work goals</li> <li>Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles</li> </ul>
<b>Health, Safety and Environment</b>	<ul style="list-style-type: none"> <li>Displays responsibility for self, team and environment</li> <li>Demonstrates positive approach to own safety and safety of others</li> <li>Achieves agreed work goals relevant to health, safety and environment</li> </ul>
<b>Continuous Improvement: Quality and Sustainability</b>	<ul style="list-style-type: none"> <li>Responds to the needs of customers and the changing environment in which our services operates</li> <li>Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks</li> <li>Takes initiative in making improvements to work processes</li> <li>Actively seeks new ideas and improvement</li> <li>Demonstrate evidence of continual improvement activities</li> <li>Strives for best practice</li> <li>Embraces and adapts to change</li> </ul>
<b>Professional and Personal Development</b>	<ul style="list-style-type: none"> <li>Takes responsibility for driving own professional development, expertise and personal development</li> <li>Completes all relevant on and off-the-job learning experiences</li> </ul>

### Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

### Police Check

All Benetas appointments are subject to a satisfactory police check, and a statutory declaration for those people who have lived overseas over the age of 16 for more than 12 months. Please refer to the relevant policy for ongoing requirements.

### Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in

place of the Police Check requirements.

## **Influenza Vaccination**

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

## **Code of Conduct**

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.