POSITION DESCRIPTION

JOB TITLE	**CONTRACT & FINANCIAL SUPPORT OFFICER**
DEPARTMENT	**Environments - Retirement Living**
REPORTS TO	**Group Manager Retirement Living**
DIRECT REPORTS	**Nil**

ROLE PURPOSE

This is a key role within the Retirement Living Team and supporting the wider Environments Division. Responsible for a high level of financial, analytical and legal documentation to enable the business to achieve and exceed operational goals and strategic objectives.

Through in-depth operational knowledge, provide outstanding service to our residents throughout their journey for a range of services including creation and maintenance of high quality legal documentation, ensuring accurate billing functions for maintenance fees, utilities and additional services and strict adherence to the Retirement Villages Act(s) for both Resident Funded (RFU's) and Retirement Living Units (RLU's) across SA, NT and Vic.

It will also include functional / daily support in preparing and issuing sales and legal documentation for both Resident Funded (RFU's) and Retirement Living Units (RLU's), fee increase functions, invoicing and general enquiries where required.

KEY RESPONSIBILITIES

KEY OUTCOMES	KEY ACTIVITIES
Strategic Role Requirements	• Have in depth knowledge and understanding of the Retirement Living contracts and impacts relating to both legal and financial management of resident funds; including long term asset management and Capital Replacement Funds • Contribute to key strategic plans of the Retirement Living business through administrative policy and process design, ensuring effective controls and compliance • Using key legal and/or financial skills in the development and implementation of new product offerings including contract development and financial modeling / analysis • Assist in the development, upkeep and embedment of key reporting and work tools to provide a link between operations, sales and refurbishment teams • Provide opportunities to train and share knowledge across the wider environments division including Property and Capital Works teams • Ensure all policies, procedures and documentation required for compliance with the Retirement Villages Act(s) are prepared and implemented in consultation with the Operational Support Manager and Group Manager Retirement Living. • To provide outstanding customer service in every interaction

General Administration Support	**Responsible for effective and efficient daily administration of all incoming and outgoing residents including:** ● Support sales team with preparing and managing sales contracts, legal and financial documentation relating to Retirement Living Units ● Liaise with stakeholders such as conveyances, families & internal SCC departments for both incoming and outgoing residents ● Accurately receipt all incoming deposits and settlement funds ● Update information on Residence Agreements and internal systems ● Manage and reconcile Retirement Living Trust Account. ● Complete finance documents with respect to settlements, refunds and rollovers ● Prepare estimate and final refund documentation for outgoing residents ● Calculate maintenance fees with relation to incoming and outgoing residents **Responsible for effective and efficient daily operations of resident accounts including:** ● Provide Administration support to the Retirement Living team including divisional KPI items such as QoLife surveys and resident communications ● Responsible for management of Rent Strategy program for Retirement Living Units ● Provide excellent customer service to prospective resident and their families as required ● Ensure all new gas/electricity connections for RLU's are completed ● Prepare and maintain Electricity, Gas and SA Water spreadsheets ● Prepare and invoice residents for both standard and ad hoc accounts ● Process Smartbuy Purchase Orders
Reporting and Analysis	● May be expected to undertake other duties relevant to the role within the level of competence and training
Continuous Quality Improvement	**Contribute to Southern Cross Care's Continuous Quality programs by:** ● Complying with Corporate and Site Quality Management System requirements, including relevant policies and procedures ● Reflect continuous improvement principles in work plans and practices ● Demonstrate a strong resident focus in all work activities ● Participate actively in the maintenance of the quality management and continuous improvement system goals ● Support and participate in Accreditation requirements.

Safe Work Environment (WHS)	**Personally work in a safe and healthy manner and take reasonable care to protect your own health and safety, and to avoid adversely affecting others including but not limited to:** ● Report for duty in a condition not adversely affected by alcohol or drugs to the extent that would endanger your own safety or the health and safety of others ● As far as is reasonably possible, use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures, safe working instructions, specified work practices and associated WHS documents ● Identify and report any work health and safety hazards/near miss incidents/injuries and maintenance/repair issues

PERSON REQUIREMENTS

Essential Requirements

Qualifications

- Completion or working toward a bachelor degree in areas of Property / Law / Commerce / Accounting / Business Administration or similar

Experience

- Practical experience in field of study

Skills

- Demonstrated commitment to meeting the needs of both internal and external customers.
- Ability to efficiently respond to customer needs and manage expectations.
- High Level communication skills both written and verbal
- Proactive in shaping new or more efficient processes
- Strong organisational and time management skills
- Advanced skills in Google Suite including Docs, Sheets, Access, CIM and CRM (or Microsoft equivalent)

Knowledge

- A basic knowledge of the requirements of the Aged Care Standards as are applicable to the role.

Personal Attributes

- Ability to fit the work culture and a commitment to SCC's Values & "Better for life" model
- Ability to build positive relationships with residents and their representatives
- Commitment to work collaboratively as a positive and productive team member
- Demonstration of integrity, calmness and personal resilience
- Commitment to provide person centred customer service
- Commitment to work to the best of your ability
- Commitment to a problem solving approach to managing risks.

Desirable Requirements

- Nil

STATEMENT OF ACCOUNTABILITY

I have read, understand and accept the requirements of this position description, including but not limited to the obligation to:

- Work to and demonstrate commitment to SCC's "Better for life" model in everything I do
- Perform all duties and behave at all time in accordance with the SCC Code of Conduct
- Perform my duties to meet contemporary best practice professional standards applicable to my role
- Treat all residents, clients and their family and support persons, staff and volunteers with respect, dignity and good humour
- Participate in a performance review during the probationary period and at subsequent annual and as required reviews
- Exercise a duty of care and comply with other common law and regulatory requirements in the performance of my duties
- Work in a safe and healthy manner at all times
- Maintain privacy and confidentiality standards applicable to residents, clients and SCC
- Work to and promote SCC's approach to healthy ageing and person centred care
- Comply, as applicable, to all legislative and regulatory requirements including the Aged Care standards
- I commit to modelling SCC's values at all times:

SERVICE	Be the difference to people in our community, through your service, dedication and positive commitment to helping others.
COURAGE	Be the difference by having the courage to step out of your comfort zone to do what needs to be done and trusting in your teammates to do the same.
COMPASSION	Be the difference by working with compassion, a deep sense of empathy, concern and humanity towards others.

- I acknowledge that the duties of my role may change with duties added to, deleted or modified, and I may be required to do additional duties over those listed in this PD from time to time in line with the skills requirement of the role
- I understand the consequences of not adhering to the requirements of the position description may involve disciplinary action up to and including termination of employment.

YOU			
Name			
Signed		**Date**	

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2	16/07/2025				