

# Position Description

## POSITION DETAILS

Position Title	Affordable Homes/Admissions Coordinator
Functional Unit	Residential Services
Nominated Supervisor	Retirement Living Manager
Relevant EBA/Award	Common Law
Classification Level	Not applicable
Date of Review	1 July 2020

## VILLA MARIA CATHOLIC HOMES

Here at VMCH, our services are as diverse as the people we support.

Our values underpin the work we do. As a Catholic not for profit organisation, compassion, respect and inclusion aren't just words to us, they guide us in everything we do.

While we've been around for over a century, we're always moving forward. Always staying true to who we are by supporting people and families to live their best lives; providing a place to call home and spaces to learn and grow.

Our professional, compassionate and highly skilled staff are with you on your life journey; helping you with a wide range of support from specialist education, disability services, affordable homes, retirement living, at-home aged care and residential aged care.

## OUR VALUES

- **Respect:** We recognise and respect the dignity and uniqueness of each person.
- **Compassion:** We truly care and are always open to the needs of others.
- **Integrity:** We are honest and transparent in all our dealings and accountable for all our actions.
- **Collaboration and partnerships:** We empower people, realise potential and maximise the outcomes from our work.
- **Inclusion:** We are welcoming, inclusive and responsive in our hospitality and services.
- **Stewardship:** We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

## POSITION PURPOSE

The Affordable Housing Coordinator will promote and apply a positive consistent approach to the daily operational management of the following Resident/Client enquires and issues; Admission/Discharge, care and environment, complaints, dispute resolution, incident/accident reporting, resident committee functions, accreditation standards, Parish and Community special projects.

Category **4 Human Resources**  
Owner `[_Owner]`  
Version `{_UIVersionString}`

Approved Date `[_ApprovedDate]`  
Review Date `[_ReviewDate]`

## POSITION RESPONSIBILITIES

### Affordable Homes

- Attend to administrative duties in relation to admissions/discharge whilst closely reporting on vacancy rates.
- Conduct waiting list interviews, process applications and maintain a waiting list
- Prepare resident agreements for execution by relevant parties
- Conduct 'Unit Handover' and orientation for new residents and ensure completion of the Unit Handover checklist;
- Attend to resident enquiries regarding care and environment issues, complaints / dispute resolution, Parish Liaison and resident committee functions;
- Investigate, log and attend to complaints in accordance with VMCH complaints/dispute resolution procedures and policies;
- Coordinate annual Resident Meetings for I.L.U. / R.F.U. sites;
- Monitor and address issues relating to rental arrears and /or breaches of resident agreements;
- Refer to Retirement Villages Act and Resident Agreement and other VMCH policies and procedures to assist parties to resolve disputes;
- Refer Residents to external community agencies, Consumer Affairs Victoria (CAV) or the Victorian Civil & Administrative Tribunal (V.C.A.T.) for binding decisions where and when appropriate;
- Respond promptly and appropriately to the needs of Residents, representatives and colleagues;
- Ensure the Village annual operating and capital works budget is met;
- Liaise with the Property team / Manager regarding complex, unusual or potentially expensive building / grounds related requests;
- Undertake research and investigation of special projects as directed by the Manager Retirement Living;
- Maintain and manage Riskman database in relation to Affordable Housing, including complaints management
- Prepare monthly reports to the Manager Retirement Living regarding Quality, Key Performance Indicators and key result areas;
- Liaise closely with other members of Community Services and Property Team as well as working cooperatively with other support staff based at Support Services ;
- Keep clients fully informed of Village activities, news and developments via a community newsletter and other relevant communication methods.

### Residential Aged Care Admissions

- Maintain a high-level understanding of other services of VMCH to assist with providing a seamless customer journey
- Provide backup support to the Admissions Co-coordinator as and when needed
- Assist the Admissions Co-coordinator with the referral, intake and admission processes essential to VMCH's Residential Aged Care Services in a timely manner.

### Communication and Teamwork

- Be accessible for client inquiries, and to respond to inquiries in a timely and professional manner
- Maintaining a courteous and professional attitude at all times, when dealing with clients, families, visitors, and all members of staff
- Being able to generate positive feedback from residents and families
- Work with the Accounts Receivable team to ensure resident's queries regarding fees are answered
- Develop and maintain a positive image in the local community

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## KEY SELECTION CRITERIA

### Essential

1. Experience working with elderly people
2. Experience in MS Excel, Word and Outlook
3. Ability to foster a culture of customer service, ensuring actions and behaviours are in accordance with VMCH values
4. Capacity to take initiative and to work independently
5. Ability to communicate with all levels of the organisation, both written and verbal
6. An organised and methodical approach to systems and documentation
7. Attention to detail
8. Excellent numeracy skills
9. The ability to prioritise workload to meet deadlines
10. Good interpersonal and problem-solving skills
11. Actively contribute to team success via achievement of defined goals and ability to be flexible in meeting common goals
12. Demonstrated capacity to role model VMCH values

### Desirable

1. Experience working in an Aged Care setting
2. A current Victorian driver's license
3. Training in business or office administration