

## About BASScare

Boroondara Aged Services Society (“BASScare”) began in 1957 as Canterbury Citizens Welfare Committee. It was formed following recognition by community members that the elderly within the community who were not part of a mainstream church body were often socially isolated, required some assistance and were, in many ways, neglected.

Today, BASScare operates an integrated program of services including residential care facilities, respite care, dementia specific services and an extensive community care program that provides care and support to people who wish to continue living in their own homes.

We actively engage with clients, their families, friends and carers to determine their expectations of care and provide the best possible level of residential and community services.

BASScare is focused on putting the integrity and dignity of those for whom we care first and foremost. We are committed to providing quality services to assist clients to maintain independence and achieve a greater quality of life.

## Our Vision

To provide high quality integrated aged care services that:

- encourage independence
- embrace diversity
- are flexible; and
- promote choice, dignity and respect for our clients, staff and volunteers

## To Our Employees

At the heart of our success is our people. We seek to provide our employees and volunteers with the resources, skills and knowledge to develop and grow, the opportunity to collaborate with others and the encouragement to challenge themselves. Above all, we are committed to displaying the same level of respect and care towards our employees that we expect them to demonstrate towards our clients.

## Our Values and Behaviours

	<b>Level 1</b> (Enrolled Nurse, PCAs, Support Workers)	<b>Level 2</b> (Team Leaders, Supervisors, Middle Management, Coordinators)	<b>Level 3</b> (Senior Management)
<b>Client Focused</b> Our choices are guided by what is in the best interests of those we serve. We strive to consistently deliver person centred care.	<ul style="list-style-type: none"> <li>Works to understand the needs of clients.</li> <li>Looks for ways to enhance the day to day experience of clients.</li> <li>Prioritises the client’s needs over personal preferences and self-interest.</li> </ul>	<ul style="list-style-type: none"> <li>Ensures that a strong client focus remains at the forefront.</li> <li>Works collaboratively with team members to facilitate the needs of clients.</li> <li>Provides the resources and capability required to respond to the needs of clients.</li> </ul>	<ul style="list-style-type: none"> <li>Makes time to be visible and accessible to clients and front-line employees.</li> <li>Displays a genuine desire and curiosity to better understand the evolving needs of others internal and external to the business.</li> <li>Works to build and promote the organisation’s brand, purpose and direction.</li> </ul>
<b>Respect</b> We value people for who they are and show them the same level of compassion, care, and consideration that we would expect.	<ul style="list-style-type: none"> <li>Supports and promotes respectful, ethical practices.</li> <li>Acts openly and honestly.</li> <li>Demonstrates commitment to personal safety and the safety of others.</li> <li>Adheres to BASScare policies and procedures, relevant standards, regulations and act.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates flexibility, openness and inclusiveness.</li> <li>Takes the time to listen and understand the perspective of others.</li> <li>Clarifies expectations and provides feedback on a frequent and timely basis.</li> <li>Challenges unproductive behaviour promptly when it arises.</li> </ul>	<ul style="list-style-type: none"> <li>Invests time in regular communication across a range of audiences and formats.</li> <li>Encourages the contribution of employees and provides them with the opportunity to share their perspective.</li> </ul>
<b>Humility</b> We recognise that we are nothing more or less than the people around us.	<ul style="list-style-type: none"> <li>Owens up to mistakes.</li> <li>Celebrates the achievements of others.</li> <li>Offers and accepts apologies graciously.</li> <li>Recognises personal strengths and weaknesses.</li> </ul>	<ul style="list-style-type: none"> <li>Willingness to do lower level work for the good of the team.</li> <li>Talks about the general team rather than themselves.</li> <li>Shares credit for team accomplishments.</li> </ul>	<ul style="list-style-type: none"> <li>Encourages others to challenge their ideas.</li> <li>Focuses on the best interests of the group rather than themselves.</li> <li>Makes difficult decisions and is willing to change what doesn’t work</li> <li>Has the courage to ask questions they can’t answer.</li> </ul>

## **Purpose of the role**

The Retirement Living Co-ordinator is responsible for ensuring that a high standard of customer service is delivered. The role provides the interaction with key stakeholders – both internal and external. The role has significant interaction with residents, families, contractors and staff.

## **Organisational Relationship**

Reports to:	General Manager Retirement Living (GMRL)
Direct Reports:	Nil
Key Relationships:	Village Manager - Morgan Glen Iris
	Hospitality Services Manager
	Home Care Manger
	Maintenance Coordinator
	Head Gardener
	Admission Manager - Faversham House
	Centre Manager Social Support
	Maranoa Manager
	Cleaning Staff
	Finance Team

## **Qualifications / Experience**

### *Essential*

- Two years customer service experience.
- Knowledge and experience in office procedures.
- Advanced computer and word processing skills.
- Organisational skills with the ability to manage competing priorities.
- Frist Aid Certificate.

### *Desirable*

- Experience working in a health, aged care or Not-For-Profit environment.
- Prior experience in the retirement living or hospitality industry.

## **Areas of Responsibility**

### *Administration & Financial*

- Prepare the Village newsletter for publishing and uploading onto the village website.
- Submits images and stories relating to the Village for uploading onto various social media platforms.
- Receipting and coding of all Village invoices and forwarding to Accounts Payable for processing.
- Proactive communication with the GMRL in relation to issues or concerns.
- Providing, operating and managing use of the Village facilities i.e. gym, cinema, rooms bookings etc.

- Maintain all Village files and manuals, keeping up-to-date and in line with BASScare's policies.
- Typing and distributing correspondence and responding to emails as required.
- Assist the GM with managing and operating budgets and financial performance against budgets.
- Assist the GMRL with direct input into the formation of the Village annual budget.
- Manage admission/departure procedures of intending residents.
- Manage resident departure procedures including liaison with families on apartment reinstatement etc.
- Undertake further tasks/projects as may be reasonably required from time to time.
- Manage all purchasing procedures, and re-ordering of supplies i.e. coffee pods and other supplies as required.
- Record individual meal orders and other catering requirements on relevant spread sheets.

#### *Resident Satisfaction*

- Orientate new residents and their families to the Village.
- Provide a high quality of customer service to all residents and their families.
- Communicate with residents to inform them on Village and Management issues.
- Keep residents informed and up-to-date on any Retirement Living policies and procedures.
- Aid in resolving residents' complaints in-line with the Village 'Dispute Resolution Policy'.
- Ensure a 'concierge' service culture is being provided.
- Develop strategies to meet resident needs.

#### *Annual & Personal Leave Coverage*

- This role will be required to cover the Affordable Independent Living Coordinator role when that person is either on annual or personal leave.

#### *Meetings & Functions*

- Attend and participate in the Residents meetings and Committee meetings as required.
- Attend Village Meetings, Annual General Meeting and all other meetings set by the Residents' Committee as required, and key functions (e.g. Christmas party). This may require some flexibility with regards to work hours.

#### *Continuance Improvement & Compliance*

- Ensure the Village is conducted pursuant to relevant legislation, including the *Retirement Villages Act 1986 (Vic)*.
- Ensure the Village is conducted pursuant to best practice industry standards, including as set out by the industry's Retirement Living Code of Conduct.
- Assist to identify, establish, improve and maintain processes for BASScare.
- Complete an Improvement Form when there is an identified need to improve.

- Actively participates and contributes to Quality Activities which promote quality improvement to services provided, such as, follow up of Improvement Forms, staff meetings, working parties, ongoing education, internal assessment and review of procedures, evaluation of new products, equipment and/ or services.

#### *Repairs & Maintenance*

- Manage the day to day maintenance and preventative maintenance of the common areas.
- Provide support to residents in their management of maintenance repairs and replacement of items in their apartment where it is the residents' responsibility.
- Ensure the upkeep of gardens and landscaping, liaising with the Head Gardener and relevant contractors.
- Liaise with the BASScare Maintenance team to arrange servicing and/or repairs of the Village plant and equipment.
- Liaise with the preferred contractor in the arrangement of pest control inspections for all common areas and apartments, upon request.
- Ensure that any maintenance requests submitted by the residents, staff, visitors or contractors are entered into the IT system.
- Oversee maintenance contractors and associated contractors on site.

#### *Housekeeping*

- Undertake and respond to any ad hoc cleaning situations that may occur.
- Ensure that all cleaning documentation is completed so that it complies with BASScare standards.

#### *Sales & Services*

- Provide a professional and high standard of customer services at all times.
- Identify and refer any new sales opportunities to the GMRL.
- Conduct Village tours to prospective residents as required.
- In conjunction with the GMRL assist in developing and actioning a sales and marketing plan.
- Promote the Village to external community networks.
- Liaise with local community groups to co-ordinate the provision of services and social resources.
- Co-ordinate activities with residents and any social committees like themed monthly dinners', trivia nights, day trips, special morning tea's etc.
- Heating pre-ordered meals and delivering them to residents' apartments when requested.

#### *Resident Safety & Security*

- Management of security and access at the Village.
- Be on call during working hours and after hours to respond to emergency calls.
- Render immediate first aid as required.
- Maintain an over-arching awareness of residents' wellbeing.
- Maintain the security system, emergency help system and any other safety equipment.

- Ensure emergency call system is operational and checked on a programmed basis.
- Maintain emergency, fire and safety procedures and security for the Village.
- Support resident wellbeing, through identifying and promoting social and wellness initiatives for residents.
- Ensures rights and responsibilities of residents and follows up concerns raised by residents or their families in a timely manner.
- Establish and maintain effective working relationships with the Residents Committee, residents, their families, the community and service providers

#### *Staff & Contractor Co-ordination*

- Subject to any requisite approval by the GMRL, engage staff, external service providers and contractors necessary for the operation of the Village.
- Liaise with the GMRL on delivery of services including addressing any increase in requirements or failures to perform as expected.
- O-ordinate staff, external service providers and contractors when on site.
- Maintain a clean and safe work environment.
- Undertake orientation and inductions of any new staff, and external service providers and contractors as appropriate.

#### **Occupational, Health and Safety**

- Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self.
- Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participates in problem solving processes to resolve OH&S issue.
- Participates in Infection control training.

#### **Ongoing Education**

- Participates in continuing education, including mandatory training.
- Membership of relevant professional groups and or associations is recommended.
- Reads staff emails and notice boards regularly.
- Works toward annual training objectives following appraisal to ensure skills and knowledge to fulfil the role.

#### **Reporting Requirements**

- Reports any issue of concern to the General Manager Retirement Living or relevant manager.

#### **Performance Review**

- Annually with feedback during the year.

**Signatures**

As an Employee of BASScare, I have read and I understand the above position description. I agree that I am able to and will meet my obligations to fulfil this role efficiently and effectively.

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Signed (Employee)

.....  
Signed (Manager)

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Name

.....  
Name

.....  
Date

.....  
Date