

Position Description



HERITAGE LIFECARE

Village Coordinator

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable *the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.*

Our pursuit of excellence comes from the things we value the most:

- **People First** – enhance the health, safety & wellbeing of our people.
- **Nurture Success** – seize opportunities everyday, and in every moment.
- **Better Together** – work together in respect and harmony to empower everyone.

Position Overview:

To assist the Care Home and Village Manager with the daily operational requirements of the Aged Care Village.

Reports to:

Care Home and Village Manager

Functional Relationships:

Regional Operations Manager
Support Office Team (e.g. Marketing, Finance)
Senior Administrator (Villages)
Village and Care Home Team
Care Home Activities Team
Health Professionals
Residents, their families/whanau
Tradesmen and suppliers

Direct Reporting Team Structure:



Key Accountabilities:

Independent village residents' engagement and welfare

- Provide a schedule of events and activities, in coordination with the residents and the Activities Team in the Care Home
- Ensure that regular socialisation opportunities are available and occurs
- Meet regularly with the Resident's Committee
- Initiate appropriate support for residents when required
- Investigate opportunities to offer 'added value packs' to promote engagement and welfare of the residents.

Administration

- Assist the Facility Manager by ensuring the following documentation is emailed/posted to Support Office in agreed timeframes :
- The Village Report detailing vacancies and refurbishments **must be** submitted on a weekly basis to Support Office
- Provide assistance to the Care Home and Village Manager following a request to terminate a LTO (Licence to Occupy) by:
 - Ensuring the Termination documentation is forwarded immediately to Support Office
 - A Vacated Unit inspection is completed
 - In conjunction with the care Home and Village Manager, engage and coordinate trades for approved work to the vacant unit
- Provide support and cover for the Care Home Administrator as and when required.

Promotes a safe internal environment

- Identify risks/hazards and action promptly
- Respond to daily repairs promptly as and when identified
- Ensure the internal planned maintenance schedule is current in consultation with the Care Home and Village Manager and Property and Projects Manager, engage and coordinate tradesmen
- Ensure the communal areas at the Aged Care Village are clean and neatly presented
- Ensure the Aged Care Village entrance is secure at night.

Fosters Meaningful Relationships

- Develop relationships with the wider community to promote the village
- Investigate opportunities to engage with relevant/appropriate external organisations to arrange activities or events
- Be the 'face of the village' for the residents, care home and within the community.

Maintains confidentiality

- Confidentiality in relation to residents, their family/whanau is maintained
- Confidentiality in relation to the business of Heritage Lifecare is maintained.

Additional Duties

- Performs additional duties outside work area/job description as directed.

Financial Authority

In accordance with the Delegated Authority policy and delegations.

Person Specification

Essential skills, knowledge and experience

- Previous sales experience would be an advantage, but confidence to manage the sales process for available units and apartments within the village would be acceptable
- Ability to build relationships with ease and based on trust and respect
- Experience or ability to design and implement an activities programme relevant to the target audience
- Excellent interpersonal, written and verbal communication skills
- Intermediate computer software skills, including Excel and Word
- Honesty, Integrity and Confidentiality
- Process and deadline driven mindset with great attention to detail
- Enthusiastic to meet the needs of the business and the residents and possess a flexible approach to achieve this
- Critical thinking and problem-solving skills
- Strong communication skills with the ability to communicate well with all levels of the organisation, as well as with external parties
- Possess a great sense of humour, can-do-attitude and work ethic.

Core Competencies

Competency Family	Competency Type	Competency	Competency Description
Care Support	Core Competencies	Resilience	Maintains professional demeanour and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor
		Process improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, and improve quality and customers offering.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.

		Individual Development	Seeks out and accepts feedback, is a proactive learner, takes on tough assignments to improve skills, keeps knowledge and skills up to date, turns mistakes into learning opportunities.
	Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		Quality	Is attentive to detail and accuracy committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems. Owns/acts on quality problems.
Site Services	Core Competencies	Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Customer focus	Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving customer problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.
	Differentiating Competencies	Continuous improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, improve quality and customers offering.
		Business development mind-set	Identifies opportunities to expand and develop the business offering by having an understanding of the process of the business, the direction it is heading and the needs of the customer.

The intent of this position description and person specification is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.