



Position Description

Village Experience Coordinator - Peacehaven

Reports to:	Supported Living and Community Services Manager
Direct reports:	NA
Significant working relationships:	Facility Manager - Peacehaven Sales and Administration Coordinator Village Experience and Outreach Coordinator Potential and existing residents and their whānau Property and Maintenance Team
WHY ARE WE HERE?	
<p>Our vision is a community where all people can make the most of their strengths and feel included, valued and safe.</p> <p>To make this vision a reality, we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whānau in the wider community of Southland.</p>	
WHY THIS ROLE EXISTS	
<p>To ensure a welcoming, engaging, dynamic, supportive and culturally sensitive living experience is provided for our current and future residents.</p>	
WHAT WILL YOU DO?	
<p>Based at Peacehaven Village, you will be the driving force behind day to day resident engagement, social events and wellness activities in the village. Respond to any resident health call outs while on duty and complete wellness reviews and care notes. Provide assistance with the sales and the general promotion of PSS retirement living options and work with prospective residents and their whānau, to ensure maximum village occupancy at Peacehaven. Actively assist with the smooth day to day operation of the village.</p>	
HOURS OF WORK	
<p>20 hours per week (Some flexibility of hours / days of work may be required)</p>	

KEY TASKS	PERFORMANCE STANDARD
Service Delivery	<ul style="list-style-type: none"> • Ensure that all your dealings with residents, their whānau and colleagues are courteous and professional, and queries are responded to in a timely manner. • Demonstrate exceptional customer service behaviours in all dealings with stakeholders who you connect with regularly. • Collaborate with the Sales and Administration Coordinator to ensure the effective day to day operation of the village. • Provide cover for the Sales and Administration Coordinator as required. • Assist with the orientation and induction of new staff village. • Keep up to date with professional issues including relevant Retirement Village legislation, codes of practice etc as they impact on the operation of Retirement Villages. • Provide representation for the Retirement Village at a facility level as may be required.
Resident Experience	<ul style="list-style-type: none"> • Engage with residents daily and lead the delivery of the village activities programme to maximise resident wellbeing and satisfaction. • Encourage diversity and inclusion and ensuring that cultural needs are identified and supported where possible. • Ensure new resident induction and orientation is warm, welcoming and completed in a timely manner. • Undertake formal wellness assessments of residents at least annually. • Respond to resident enquiries and proactively work with Sales and Administration Coordinator to resolve resident issues and minimise complaints. • Provide input into the weekly village newsletter and other communications as needed. • Work with kitchen team to co-ordinate catering requirements for village events. • Ensure the effective running of the Anderson Hall lunch service and the delivery of out meals. • Monitor the housekeeping and general cleanliness of facilities in the village and work with the Supported Living and Community Services Manager to address any concerns.
Administrative Support	<ul style="list-style-type: none"> • Seek out opportunities to improve current processes and procedures. • Prepare for and participate in village RVA audits or any other operational reviews. • Assist with the organisation of regular village meetings, and the village AGM. • Ensure V-care records for residents are accurate and kept up to date. • Ensure that we have up to date Enduring Power of Attorney information and advanced care planning information for our residents. • Support outreach activities as required and promote the services offered by PSS to the wider community.
Health and Safety at Work Act 2015	<ul style="list-style-type: none"> • Understand and meet your personal obligations under the Health and Safety at Work Act 2015. • Be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out

Respect – Manāki ● Compassion – Aroha ● Family – Whānau Whānui ●

Community - Iwi whānau/Hāpori ● Accountability – Whakatau tika

	<ul style="list-style-type: none"> Adhere to all Health and Safety policies and procedures implemented by Presbyterian Support Southland and actively participate in health and safety improvement initiatives
Te Tiriti O Waitangi / Treaty of Waitangi	<ul style="list-style-type: none"> As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.
Other Duties	<ul style="list-style-type: none"> Carry out other duties that would reasonably fall within the requirements and skills of the role at the request of and in consultation with your manager.

WHAT YOU BRING TO THE ROLE

Competency	Definition
Empathy	Operates from a position of care and compassion with a genuine affinity for older people and a desire to engage with, and support residents to maintain their independence and have a fulfilling retirement living experience.
Administration and Work Management	Displays effective time and workload management. Well-developed attention to detail, accuracy and sound problem solving skills. Able to work under pressure, prioritise tasks, meet deadlines and time frames and sees tasks/issues through to final resolution. Is a self-starter with a strong work ethic.
Communication	Expresses ideas confidently, clearly, effectively and with sensitivity both verbally and in writing. Adjusting language to meet the needs of the audience. Mindful of non-verbal communication from self and others and responds professionally and appropriately.
Professionalism / Customer Service Orientation	Thrives on interactions with others and excels at delivering exceptional customer service. An active listener who can quickly establish rapport, build strong connections and working relationships with others. Has a disciplined approach to work tasks and displays a passion for completing tasks to a high standard. Gives high priority to providing solutions to customer needs, and striving for customer satisfaction while still keeping business needs and obligations in mind. Acts with integrity.
Energy/ Passion	Is highly self-motivated and outgoing. Undertakes their work with enthusiasm and passion. Looks for opportunities to create a welcoming, fun, sociable, inclusive and comfortable atmosphere in the village.
Activities / Event Planning	Ensures regular opportunities for residents to attend social activities, celebrations and events are provided in the village. Able to learn and adapt quickly to change and create events that are well supported and reflect the changing dynamics of village residents.
Teamwork/ Collaboration	Works positively toward achieving team and organisational goals by encouraging teamwork, taking actions that respect the needs and contributions of others, contributing to and accepting the consensus, subordinating own objectives to the objectives of the organisation or team.

EXPERIENCE / QUALIFICATIONS

- Previous experience in delivering exceptional customer service in a similar role, ideally in a retirement village setting.
- Sound understanding of the Retirement Villages Act, Retirement Villages Code of Practice.
- Activities coordination / event planning experience would be desirable.
- Full Drivers Licence.
- First Aid Certificate - or willingness to obtain this.

Agreed by

Job holders signature

Date

Managers signature

Date