

Village Coordinator



Role specification

Role Title

Village Coordinator

Business Unit

Enliven Residential

Location

Enliven retirement village

Reports to

Home Manager

Purpose of the role

To provide support for residents living in our Enliven retirement village.

To be the main contact person for village residents and to coordinate and communicate their needs to village management as required.

To ensure that the Additional Services outlined in advertising is made available to the residents.

To promote independence and health, safety, and wellbeing.

Key Accountabilities

Resident welcome and induction

- Ensures villas are ready to be moved into and utilities are organised prior to a new resident moving in.
- Ensures new residents are welcomed to the village and orientated to their new home, the village and communal facilities.
- Set up call bell system (if system available at site) and educate new residents on how and when to use.
- Ensures residents know how to use the appliances in their homes.
- Explains the compliments, suggestions and complaints process to new residents.
- Checks in with new residents to ensure that they have all the information they require and there are no unmet needs.
- Organise a village community welcome and introduce the new resident to their neighbours.

Additional services

- Promotes the availability of additional Enliven services for purchase regularly with residents.
- Informs the home Administrator if a resident would like additional services.
- Advises the Home Manager when there is a change of need or circumstances.

Communication

- Provides high level customer service.
- Updates and ensures there is a small supply of welcome packs according to the welcome pack list on the intranet.
- Establishes an agreed system with residents' input for making regular checks of their wellbeing. This may be a personal visit, phone call or neighbourhood information.
- Is familiar with the compliments, suggestions and complaints process and ensures all resident feedback is brought to the attention of management.
- All maintenance issues are written in the maintenance book, or actioned as appropriate.
- Attends all residents' meetings, takes minutes, communicate notices, newsletters, calendar of activities and menus.
- Organises and facilitates Health & Safety procedures for the village.
- Liaisons with resident and their families when residents are moving out. Ensures personal belongings are removed from villas, chattels not removed and functional and the villa is cleaned.
- Coordinates and assists with the staging of villas in preparation for open homes and viewings.
- Is available to show viewers through villa for sale to support the sales agent/village manager.

Recreation

- Ensures village residents have access to at least one Enliven shopping van trip per week.
- Liaises with recreation team members and the Home Manager if village residents request to rent the van for additional outings.
- Provides information on local transport to residents – bus, train, taxi.
- Works with the village residents to support their own recreational activities and social club.

Health, safety and wellbeing

- Support organisational health, safety, and wellbeing initiatives.
- Support a culture of wellbeing at PSC.
- Role model good health and safety practice and behaviours.
- Report all hazards, incidents, accidents and near misses.
- Support managers and the organisation in remaining compliant to health and safety legislation.



Core Competencies

Co-operation and Teamwork

- Actively participates in team meetings and decision-making in a positive manner; looks to advance both organisational goals and team goals.
- Is constructive in their criticism of team members; encourages others to do the same.
- Supports and helps other team members perform their tasks.
- Suggests ways to improve the way the team operates/works together.
- Works with other team members in a constructive and positive way.
- Develops constructive working relationships with other team members.
- Shows an understanding of how one's own role directly or indirectly supports the work of the wider team.

Commitment to Eden Philosophy

- Eden Principles and Domains of Wellbeing are included each year and undertaken in the mandatory training cycle for all staff.
- Support the creation of a Human Habitat where life revolves around close and continuing contact with plants, animals and people of all ages.
- Support residents to maintain loving companionship.
- Support residents to give as well as receive care.
- Support and encourage residents to maintain rituals and activities which are important to them as individuals and to find meaningful activities to undertake.

Communication

- Has a warm, welcoming communication style – voice tone and approach is pleasant, positive and encouraging.
- Expresses themselves clearly and confidently in conversations – the thoughts, information and ideas stated are easily understood by others.
- Listens carefully – uses paraphrasing and other techniques to ensure they understand what others are saying.
- Demonstrates absolute discretion when dealing with issues of a sensitive or confidential nature.
- Demonstrates thoughtfulness, courtesy, openness and respect for colleagues and the clients of the organisation. Shows respect for others, demonstrates empathy.
- Acknowledges and converses with staff, clients and visitors; identifies and promptly responds appropriately to their needs.
- Adapts their approach to fit the situation they are in or the person they are with.
- Displays empathy and understanding consistent with the mission and values of the organisation when discussing and/or working with staff on issues and situations.

Taking Responsibility

- Is reliable - does what one says one will.
- Consistently performs tasks correctly - following set procedures and protocols.



- Perseveres with tasks and achieves objectives despite obstacles.
- Adjusts work style and approach to fit in with requirements.
- Is results focused and committed to making a difference.
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected.

Quality and Innovation

- Sets high standards for self.
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth.
- Provides quality service to those who rely on one's work.
- Looks for ways to improve work processes - suggests new ideas and approaches.
- Explores and trials ideas and suggestions for improvement made by others.
- Shows commitment to continuous learning and performance development.
- Is confident and appropriately assertive in dealing with others
- Deals effectively with conflict

Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.

