

<b>Position description Village Manager Retirement Living</b>			
<b>Position details:</b>			
<b>Position title:</b>	Village Manager	<b>Reports to:</b>	EMRL
<b>Department/Division:</b>	Retirement Living	<b>Direct reports:</b>	Resident Services Officer Lifestyle Officers Maintenance Officer Café Supervisor
<b>Position:</b>			
<p>The Village Manager is responsible for the efficient, effective and professional management of the delivery of services to the residents and the operation of the village, ensuring that the needs and expectations of the residents are appropriately met and maintained. The Village Manager develops and maintains good relationships with residents that indicate an understanding and empathy of their needs and desires of living in community style accommodation. The position ensures that the administrative functions are properly managed in accordance with Goodwin policies and procedures and that the applicable legislative requirements are met. The Village Manager further ensures that the assets of the village are properly managed and maintained within agreed budgets.</p>			
<b>Key performance indicators:</b>			
<ul style="list-style-type: none"> <li>• Ensure that the services provided to residents remain appropriate and adequate and continue to meet the requirements and expectations of our residents..</li> <li>• Correspond with residents and follow up resident concerns.</li> <li>• Ensure that residents' requests for maintenance, grievances and the like are recorded, monitored, and acted upon as necessary.</li> <li>• Conduct and/or attend meetings with resident committees and residents regarding village operations on a regular basis.</li> <li>• Contribute to the preparation, carry out the presentation, and subsequently manage the village operating budget.</li> <li>• Ensure the village, including units and common areas are well maintained.</li> <li>• Ongoing attention to the need for and adequacy of village safety measures.</li> <li>• Ensure hazards are identified and acted upon in the workplace in line with the current standards and WHS practices.</li> <li>• Ongoing attention to the need for and adequacy of village security measures.</li> <li>• In close consultation with the Manager Estate Maintenance, prepare and maintain preventive maintenance programs ensuring employees and contractors carry out scheduled activities.</li> <li>• In close consultation with the Contracts and Procurement Manager, participate in the tendering processes and negotiate and review service and maintenance contracts and agreements with suppliers.</li> <li>• Support, participate and/or organise activities within the village including Emergency Evacuations and social functions.</li> <li>• Manage employee orientation, training &amp; performance.</li> <li>• Conduct meetings with village employees on a regular basis.</li> <li>• Prepare village management reports as required.</li> <li>• Ensure all administrative processes are carried out accurately and in a timely manner.</li> <li>• Conduct Resident Satisfaction Surveys to improve the provision of services to residents.</li> <li>• Ensure that systems for the collection and storage of information observe the privacy, dignity, security and confidentiality of residents and employees.</li> <li>• Ensure continuous quality improvement.</li> <li>• Contribute to the development and implementation of Goodwin policies and procedures and adhere to work practices established by same.</li> <li>• Attend further educational courses, employee meetings and other meetings as required.</li> <li>• Any other functions as directed by the Executive Manager Retirement Living.</li> </ul>			

**Position description  
Village Manager Retirement Living**

**Selection criteria:**

**Essential Skills:**

- Prior management experience.
- Experience in working in a service environment.
- Demonstrated understanding of the needs of older people.
- Experience in office administration.
- Excellent interpersonal communication skills.
- Proven ability to work in a team environment.
- Excellent personal computer skills.
- Commitment to quality management & practices.
- Demonstrated ability to manage, train & develop employees.
- Conflict resolution & time management skills.
- Prior experience in the management of WH&S systems.

**Desirable Skills:**

- Qualifications in related field (Hospitality, Facilities Management, Aged Care).
- Working knowledge of legislation affecting retirement villages.
- Experience in property management.
- Experience in hospitality.
- Prior experience in the implementation of systems & procedures.
- Experience or empathy for working with older or frail people.

**Personal Attributes:**

- High ethical standard, is trustworthy and confidential.
- Works well individually and as a team member.
- Has consideration and respect for others and their views.
- Adapts to changing environments and demands.
- Enthusiastic, energetic, projects a positive image.
- Good attention to detail, efficiency and effectiveness.

**Work health and safety:**

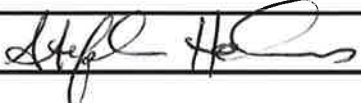
- Participate and contribute to work health & safety practices to ensure a safe work environment.
- Ensure that workers comply with work health & safety policies and procedures.

**Position approval:**

This position is approved under a Common Law Contract at a negotiated salary package.

**Authorisation:**

This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the CEO/COO signature.

<b>CEO/COO signature:</b>		<b>Date:</b>	3/4/18
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