

Position Description

Retirement Living Manager

Location: Various (single site)

Department/Team: Aged Care and Quality

Reports to: Retirement Living Portfolio Manager

Direct Reports: Varies

Effective Date of PD: April 2024

Primary Objective:

As a Retirement Living Manager, you play a pivotal role in creating a vibrant and supportive community within our retirement villages. You will be responsible for strategic growth and delivery of service at your village. Your commitment to excellence, strong leadership, and passion for resident well-being will drive positive outcomes for both residents and staff.

Key Relationships and Position Dimensions:

The position will consult, collaborate, and network with:

- Clients & Family
- On-Site Teams and Managers
- Various team members and departments within Support Centre
- External stakeholders/vendors
- Retirement Living Portfolio Manager

The position may have direct reports of:

- Maintenance/Grounds Officer/s;
- Administrator.

The Retirement Living Manager is directly responsible for the operating budget of the service they manage. Budgets are compiled in consultation, to align with the strategic direction of the organisation.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Retirement Living Manager is a **Leader of Teams**.

- Ensure that team practices are informed by client experience and feedback is regularly sought and provided.
- Responsibly initiate opportunities for improvement to support team effectiveness and positive client outcomes.
- Drive collaboration and strong working relationships that encourage shared goals and enable teams to work together effectively.
- Demonstrate and role model a focus on self-development, openness to feedback, and resilience through challenging situations.
- Deliver strategic outcomes through innovative problem solving, organisation, and improvement of processes.

- Develop, execute and evaluate team plans and processes that use resources efficiently and deliver high-quality outcomes.

Role Specific Accountabilities:

- Manage day-to-day operations of the Village including complaint resolution, budgets, reporting, resident exits, health/safety and lifestyle activities to ensure the village delivers on the Village's value proposition.
- Manage the financial budget and resources allocated to meet all KPIs for the service.
- Develop and deliver village budgets, assist with annual auditing of accounts and the annual presentation of these items to residents.
- Assist in the preparation of material for the Quarterly Review meetings for Independent Living Units.
- Collaborate with the marketing and sales teams to develop and deliver targeted high quality promotional and marketing initiatives that appeal to prospective residents of the Village.
- Work collaboratively with the infrastructure team to ensure that Independent Living Units are maintained and renewed when required in a timely manner; Value the village assets to provide safe and comfortable accommodation
- Work collaboratively with the sales team to support the achievement of occupancy and growth targets across Retirement Living including allied health services and encouraging the uptake of supported living assistance from Lutheran Services.
- Work collaboratively with the marketing team to establish and maintain business opportunities and build connections with the local community.
- Ensure that the Village complies with relevant legislation, procedures, forms, and templates.
- Create communal areas that foster a sense of community. These might include gardens, recreation rooms, and social gathering spaces
- Work with maintenance teams and the Property & Assets department to develop a maintenance schedule in line with the asset management plan that details how major items will be maintained and/or replaced through capital funds.

Position Requirements:

Essential:

- Tertiary qualification relevant to the role and/or reasonable experience in a similar role.
- Have a clear vision to plan for the future with imagination and wisdom. Having a strong vision for your village will be crucial for success in this role.
- Excellent communication skills, both written and verbal.
- A genuine care for the well-being of residents.
- Tenacious and optimistic disposition.
- Strong ability to navigate complex situations and find practical solutions.
- Familiarity with relevant state legislation and regulations of retirement living and aged care.
- Must maintain a valid NDIS Worker Screening.
- Must maintain an Australian Driver's Licence and may be required to use own vehicle.
- Knowledge of the development of operating budgets for Retirement Living.

Desirable:

- Intermediate to advanced skills with basic Microsoft Suite.
- Experience using Microsoft SharePoint.
- Knowledge and application of Home Care Coordination, Retirement Living sales, My Aged Care and care software.