

POSITION DESCRIPTION

Title:	Retirement Villages Administration and Quality Improvement Officer
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement 2009
Classification:	Community Services Worker Grade 3
Usual work location:	Canberra or Goulburn
Cost Centre:	290
Usual hours of work:	76hrs/fortnight full time (part-time negotiable if preferred)
Position Objective:	The Retirement Villages Administration and Quality Improvement Officer will be responsible for monitoring and supporting of the compliance and continuous improvement activities, and administration processes for all villages.

Position Responsibilities:

- Monitor, report and advise on the compliance of village operations with relevant legislation, Code of Conduct and Accreditation Standards.
- Participate in the ongoing development, internal review and administration of policies, procedures and systems.
- Administration of resident feedback surveys.
- Work in alignment with the Sanctuary Model Pillars, Anglicare's Values, and Anglicare's Code of Conduct.
- Assist with/support administration processes of all villages including:
 - Payouts for vacant units
 - Direct debits for residents' fortnightly fees
 - Processing of staff timesheets to payroll
 - Preparation of meeting minutes
 - Meeting coordination and scheduling of Zoom meetings
 - General administrative functions
- Attend staff and resident meetings as required.
- Other responsibilities and duties as may from time to time be assigned.

Key behaviours:Initiative

Originates action and actively seeks to contribute rather than passively accepting situations.

Interpersonal

Establishes cooperative and productive relationships by understanding and responding to the needs of others.

Job Motivation

Is a self-starter and self-motivated and maintains a high level of enthusiasm for work responsibilities.

Planning and Organising

Establishes a course of action and marshals resources to achieve a specific goal.

Problem Solving

Identifies and defines problems and feasible solutions through gathering and analysing information

Key skills:

- Excellent analytical and problem solving skills
- Attention to detail
- High level interpersonal, communication and negotiation skills
- Organisational skills
- High level computer literacy
- Ability to work unsupervised and prioritise workloads to meet tight deadlines

Key knowledge areas:

- Sound understanding of best practice in accreditation and continuous quality improvement
- Knowledge of ACT and NSW Retirement Villages legislation, Code of Conduct and Accreditation Standards (or a demonstrated ability to acquire that knowledge) would be highly regarded

Key experience:

- Practical experience with accreditation processes and continuous quality improvement
- Practical experience in an administrative role
- Experience in retirement villages, aged care or health related fields would be highly regarded

Qualifications:

- Minimum Certificate IV in a related field including but not limited to quality systems or administration
- First Aid Certificate – or willingness to undertake a first aid course
- Current Drivers Licence

Reports to:

General Manager Seniors Living

Direct reports:

N/A