

# Position Description

## Position title

Admissions Co-Ordinator

## Reporting to

Executive Manager Corporate Services

## Number of reports

One

## Organisational Values

The incumbent must incorporate the values of Shepparton Villages into daily practices in relation to all activities:

1. **Choice** – encourage and promote individual choice and independence
2. **Respect** – Everyone is unique, we listen and demonstrate care and compassion in everything we do
3. **Care** – we care and continuously improve what we do
4. **Passion** – we love what we do and encourage creativity and diversity
5. **Teamwork** – we work together and support others

## Position

The Admissions Co-Ordinator will be responsible for but not limited to:

- Facilitation and delivery of all sales and admission processes including management of the enquiry, tour, sales and resident welcome processes for both residential aged care and independent living units;
- Driving and maintaining high levels of occupancy through effective local area marketing and admission activities and acting as trusted point of contact for current and future residents and families;
- Ensure all prospective residents are provided with relevant and clear information detailing services and financial arrangements;
- Liaising with residents, families and other stakeholders to actively support the transition process;
- Maintaining strong relationships with local health referral sources and community organisations;
- Working effectively with all key stakeholders and internal functions including Care Management, Finance and Marketing to support positive financial outcomes in line with the organisations key performance indicators and strategic goals;
- Maintaining ongoing relationship with independent living units and attendance at resident meetings;
- Maintain accurate records and systems related to local area marketing and admission activities;
- Data input and management of resident fees and invoicing process/system;
- Lodgement of and assistance with Commonwealth funding claims for residential aged care;
- Other duties from time to time

## Key Selection Criteria

### Essential Requirements:

- Strong interpersonal skills, professional, consultative, approachable, tactful.
- Proven ability to effectively communicate with employees across all levels within an organisation and other relevant stakeholders, including written communication.
- High level of empathy and patience when dealing with elderly and vulnerable people and their families.
- Proven experience in roles that require maintaining confidentiality.
- High level of personal motivation, initiative and integrity
- Excellent problem-solving and time management skills
- Professional telephone manner, demonstrating a caring, friendly manner.
- Responsive to issues and concerns raised and follow-up in a timely manner.
- Proficiency with the range of Microsoft Office Suite of products, with emphasis on Word, Outlook, Excel, and PowerPoint.
- Ability to work unsupervised independently and within a team environment.
- Current driver's license.

### Desirable Requirements:

- Demonstrated understanding of admissions and sales processes and understanding of financial requirements for admission into residential aged care.
- Knowledge of the Aged Care Industry and Retirement Living Industry, in-particular the relevant guidelines and regulations.
- Demonstrated proficiency in supporting budgeting and sales target processes and KPI's.
- Demonstrated experience in a similar position.
- Experience in a high-volume sales area.

## Occupational health, safety, and quality responsibilities

The Admissions Co-Ordinator officer has responsibility for:

- Looking after their own health and safety
- Following safe work practice and use Personal Protective Equipment as required
- Reporting any accidents, incidents, injuries 'near misses' safety hazards and dangerous occurrences to the relevant Department Head
- Not wilfully interfering with or misusing anything provided in the interest of health and safety or wilfully putting anyone at risk
- Ensuring they understand and comply with those responsibilities which apply to them while performing their duties at the workplace
- Participating in emergency procedures and evacuation exercises as required

## Tenure of Position

Permanent full-time position 76hrs / fortnight.

## Performance Review

The Admissions Co-Ordinator will participate in a performance six months after appointment and thereafter every two years with the Executive Manager Corporate Services.



I acknowledge:

- That I have read and fully understand the Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager.
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures.
- Shepparton Villages may alter the duties of this position description when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_ (SIGN)      Date \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_ (PRINT NAME)