

Position Description

Village Manager



Our purpose:	Curtin Heritage Living is a not-for-profit organisation that exists to support local older people to lead meaningful lives. We do this by providing and facilitating high quality and contemporary support, including residential accommodation, in-home care, and community services.
Our values:	<div>Client Focus: Our clients are at the centre of everything we do.</div> <div>Community Attitude: We go beyond providing services to creating communities.</div> <div>Accountability: We are accountable to all the people's lives we touch.</div> <div>Simplicity: We keep everything simple and user friendly.</div>
Who you report to:	General Manager Community Services
Who reports to you:	Waterfront Concierge
How you contribute to the organisation:	You work with the management, administration, and service teams to promote our services, manage independent living sales, and coordinate ongoing independent living operations. This includes the advocacy of resident rights and facilitation of strategies to engage and involve independent living clients in the Curtin Heritage Living community.
Your key responsibilities:	<p>Happy and healthy clients and representatives:</p> <ul style="list-style-type: none"> • Coordinate independent living activities. • Act as the primary contact and client advocate for all independent living clients (and their representatives). • Coordinate prospective independent living marketing, client enquiries, tours and occupancy management. • Participate in promotional activities including, but not limited to, referrer liaison, industry networking, community education and special events. • Contribute to marketing and advertising activities. • Facilitate engagement with external agencies and service providers to seek new opportunities to connect residents with Curtin Heritage Living and wider community activities. • Lead an independent living resident community engagement in collaboration with the General Manager Community Services. <p>Satisfied, safe and productive people:</p> <ul style="list-style-type: none"> • Actively promote customer-centric service to team members. • Maintain positive relationships with internal and external stakeholders. <p>Safe and appealing physical environment:</p> <ul style="list-style-type: none"> • Work with the maintenance and domestic teams to coordinate regular cleaning, maintenance, and enhancement activities. • Undertake regular audits and reviews of the physical environment and safety. <p>Growth and sustainability:</p> <ul style="list-style-type: none"> • Work with the management team to develop and implement new income generating services, and sustainability projects. <p>Effective and efficient use of resources:</p> <ul style="list-style-type: none"> • Assist in the development, management and monitoring of recurrent charge and village capital expenditure budgets. • Implement working practices that result in the maximised utilisation of funding sources and the most efficient allocation of resources. <p>Effective governance processes that focus on continuous improvement:</p> <ul style="list-style-type: none"> • Always ensure client and organisational confidence and privacy. • Participate in continuous improvement and corrective action processes.

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	<ul style="list-style-type: none"> • Work within organisational policy, procedure, and practice. • Participate in team meetings, surveys, and reporting.
Where you will be working:	<ul style="list-style-type: none"> • You will be based in Cottesloe but will be required to work at all Curtin Heritage Living independent living sites. • You will also be required to attend offsite meetings on occasion.
Your key performance indicators:	<ul style="list-style-type: none"> • You will be required to agree to a set of key performance indicators (KPIs) with your manager on a regular basis. • Your performance will be based on your ability to meet both your KPIs and the key responsibilities outlined in this position description.
Success Profile:	<p>Essential:</p> <ul style="list-style-type: none"> • A passion for working with older people and a customer focused attitude. • Capacity to meet the values and work towards the vision of the organisation. • Exceptional interpersonal skills with the ability to develop strong relationships with internal and external stakeholders. • Demonstrated experience working in a sales, marketing, or customer service role. • Computer literacy and well-developed written skills. • Ability to provide evidence that satisfies all health, safety, and right-to-work obligations required by legislation, regulation, or organisational policy including, but not limited to, a National Police Clearance (current within 3-years), visa, and any required vaccination evidence. • Absence of Aged Care or National Disability Insurance Scheme (NDIS) banning order. • Current Western Australian drivers' licence. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working in an aged care, community, or disability organisation. • Understanding of aged care and retirement village legislation. • Experience using client relationship management (CRM) and enterprise resource planning (ERP) software.
Your work, health, and safety responsibilities:	<ul style="list-style-type: none"> • Taking reasonable care to ensure your own safety and health as well as the safety and health of those around you. • Complying with, as far as practical, all instructions given to you to ensure your own safety and health. • Proper use of any personal protective clothing and/or equipment. • Prompt reporting of any hazards or incidents/accidents. • Completion of education relating to health and safety.
Ongoing training requirements:	<ul style="list-style-type: none"> • You are encouraged to maintain your sales, marketing, and industry knowledge by attending educational workshops, reviewing professional publications, and establishing professional networks. • You will be required to participate in regular meetings and discussions around performance, milestones, and key performance indicators.