



Human Resources

Activities Coordinator & Community Centre Receptionist (Village)

Position Description	
Qualifications and Requirements	<i>Essential</i> Experience in general office duties, including the coordination of events. Experience in efficient and courteous dealings with people, including outstanding communication, interpersonal and organisational skills. Highly developed computer skills including Excel, Word, Outlook and ideally also SharePoint. Proficiency in handling telephone calls. Self-motivated, good time management skills. An understanding of and/or experience working with the elderly and demonstrated practical experience in an aged care environment. Understanding of the requirements of the Retirement Village accreditation process.

	Adherence to Village Baxter philosophy, particularly for the consideration of other staff in this job share role / leave coverage, it is expected that at the conclusion of each shift, duties are completed to enable those following, free to continue the role in a professional manner. Adherence to good occupational health and safety practices and infection control. Understand and adhere to the Privacy Act with regards to residents' information. Must have annual seasonal influenza vaccination (or documented exemption). Undergo a police check that provides satisfactory assessment of capacity to work in aged care. Ideally an ability to work extra shifts for emergency or holiday relief periods, including the other community centres.
Salary and Conditions	In accordance with the Village Baxter ANF & HSU Enterprise Agreement and the Letter of Appointment.
Key Responsibilities	Coordination of Village Activities Coordination of annual Village Open Day Providing an administrative liaison service for the Village Residents Mail distribution

	Timely transmission of maintenance and grounds requests
Reporting Requirements	Reports directly to the Village Manager.
Responsible for	<i>Village activities</i> Liaises with and supports resident groups to ensure the smooth running of Village activities and events. Coordinates activities and events with resident groups. Organises resident related events and functions such as Anzac Day. Helps to establish and support new group activities. Prepares the monthly dairy dates of Village activities for the Village Voice submission. Liaises with external community groups to coordinate activities and events. Lodgement of activity / group functions requests via the Setmore booking system. <i>Village Open Day</i> Coordinates Open day with resident groups. Coordinates the Open day program and the day. Attends all day on Open day. Arranges external activities and performers.

Chairs Open day meetings and maintains meeting minutes.

Assist in the development and preparation of Village Open day material.

Reception

Answer incoming calls in a polite and cheerful manner.

For callers unable to be placed, take suitable messages and convey information to intended recipient promptly.

Promote the Village in a positive light to residents, families, visitors and the community.

Convey a warm and personal approach when dealing with counter enquiries.

Assist at other community centres as required.

Assist with induction / orientation of new staff as needed.

Maintain resident noticeboards to ensure currency of information is displayed.

Be knowledgeable about the Village to be able to respond to questions accurately to assist residents and visitors.

Be familiar with the locations and timing of various events to convey accurate information.

Resident Management

Listen and respond to residents' general enquiries and requests, supporting residents where reasonable and practicable but avoiding

personal involvement in residents' financial decisions or private affairs.

Be observant of possible resident health or behavioural issues and liaise with the Village nurses in strict confidence, about any concerns.

Access Clinical software to record notes regarding resident conversations.

Assist with receiving feedback forms and following up issues with residents and works through resolution as required.

Lodgement of maintenance requests via the Mex system and understand and explain to residents the extent and limitation of company provided services.

Lodgement of resident's modification requests, by assisting residents to complete the necessary alterations and additions forms and ensuring forms and documents are complete.

Liaise with other village departments (e.g. Maintenance / Administration) as required.

Visit and welcome new residents and orientate them to the village, welcome kit, nurse call pager and feedback systems.

Liaise with Residents and / or their families or representatives when a unit is vacated, ensuring adequate clearing of effects and return of keys and nurse call pager.

Mail

Collects residents' mail from Administration.

Sorting and placing mail in residents' mailboxes and notifying residents of parcels for collection in a prompt and accurate manner.

Process outward mail accurately and in a timely manner.

Computer Usage

Use word processing system to prepare correspondence using initiative and computer skills to minimize retyping etc.

Access the residents' databases as required, to add, amend or print database records.

Assist in the development and preparation of Village material.

Photocopier / printing

Copy documents as required using the most economical method available.

Be familiar with the equipment sufficient to resolve any 'routine' machine problems.

Other Duties

Participate in the Village quality program.

Other duties as directed by a Senior Manager.

Education, training and registration

Personal Responsibility

Police check 3-yearly that provides satisfactory assessment of capacity to work in aged care.

Valid and unrestricted driver's license.

	Must have annual seasonal influenza vaccination (or documented exemption). <i>Mandatory training provided by the Village</i> Emergency Procedures. Manual Handling. Infection Control. Aged Care Rights/ Elder Abuse Training. <i>Recommended</i> CPR and first aid. Attendance at training and education sessions for the development of role-related skills and knowledge.
Performance Appraisal	At 6 months, then annually by the Manager or delegate or as requested by the Village or staff member.
Physical and Mental Requirements include, but are not limited to:	
Twisting of the back or neck	Lifting weights more than 5 kilos
Bending of the back / knees / neck	Kneeling
Squatting	Reaching above shoulder height

Reaching over and around things	Pushing objects more than 5 kg with wheels (e.g. Medical Trolley)
Pushing objects more than 5kg without wheels (e.g. Chair in)	Supporting a person's weight
Sitting for long periods	Standing for long periods
Typing for long periods	Dealing with unpredictable situations
Dealing with high pressure situations	Dealing with difficult and challenging behaviours
Dealing with aggressive consumers / families	Working as part of a close team
Maintaining a calm demeanour when dealing with distressed/difficult people	Operating machinery
Managing in emergency medical situations	Walking long distances within the Village
Speaking to groups of people	Handling medication
Time management skills	Managing conflict situations confidently
Clear thinking and decision making in high pressure situations	Prioritizing skills

Drive vehicle / fast leg movements/ maintain pressure with feet	Drive vehicle – turn head / twist neck/shoulders
Use machinery / twisting back / neck	Drive vehicle / change gears / steer / arms / shoulders / wrists/ grip
Use machinery / lift / carry more than 5 kilos	Use machinery / maintain firm grip with hands
Watching computer screen for extended periods	Reading for extended periods
Working in air-conditioned room for extended periods	Working in the open air for extended periods
Performance Criteria	
1. Professional Responsibility	Monitoring Processes
A high standard of personal appearance and conduct is expected of every employee, that is: clean, neat, tidy, punctual and respectful language and manner towards residents, visitors and to each other. At NO TIME must information relating to any resident/family or staff member be discussed with anyone other than the relevant Staff member and Management.	Staff surveys Annual performance appraisal Quality Results Complaints Legislative compliance

A flexible and enthusiastic attitude toward undertaking a variety of tasks and demonstrated commitment to ongoing quality, with a team approach is expected. Reports faulty equipment immediately to the village manager.	
2. Workplace Health and Safety	Monitoring Processes
Participation in the risk management program and contribution to a clean, safe work environment to ensure safety of clients, visitors, other staff and self. To report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue or to receive such reports from other staff and to then assess the degree of risk and develop appropriate strategies for risk minimisation. To participate in problem solving processes to resolve OH&S issues.	Annual performance appraisal Improvement forms
3. Quality Improvement	Monitoring Processes
To ensure that staff practices are consistent with policies and procedures. Maintain compliance with the Village's continuous improvement program. To provide competent care and service in accordance with the Village's documented	Annual performance appraisal Improvement forms Attendance records

policies and procedures and legislative requirements. To complete an Improvement Form when there is an identified need to improve. To actively participate and contribute to Quality Activities which promote quality improvement to care/service provided, such as, completion of Improvement Forms, staff meetings, working parties, audits, ongoing education, internal assessment and review of procedures, evaluation of new products and equipment.	
4. Education, Skills and Training	Monitoring Processes
To develop, and participate in, staff education and training. Attendance at compulsory education and training sessions. Satisfactory completion of staff competencies and skills audits. The updating of knowledge and skills in order that current best practice is provided.	Annual performance appraisal Attendance records