

ADMINISTRATION



RECEPTION

ROLE DESCRIPTIONS

Providing Front of House Support Services in the Care Community. Working under the direction of the Customer Support Manager or General Manager.

ROLE CAPABILITIES

Computer literacy, customer service administration. Enquiry management skills. Empathy, good communication, self leadership and accountability.

LIFE EXPERIENCE/ QUALIFICATIONS

High school Diploma or Certificate.

★ Current Police Check



ADMINISTRATION OFFICER

ROLE DESCRIPTIONS

This role supports the admissions process for new residents and provides administration services for the Care Communities, including rostering.

ROLE CAPABILITIES

Computer literacy, customer service administration, strong organisational skills with a problem-solving attitude. Excellent written and verbal communication skills.

LIFE EXPERIENCE/ QUALIFICATIONS

Qualifications in Office Administration, High School Diploma or certificate.

★ Current Police Check



CUSTOMER SUPPORT ASSISTANT/ COORDINATOR

ROLE DESCRIPTIONS

This role supports the admissions process for new residents and provides administration services for the Care Communities, including rostering.

ROLE CAPABILITIES

Basic computer literacy, Computer literacy, customer service administration. Enquiry management skills. Empathy, good communication, self leadership and accountability.

LIFE EXPERIENCE/ QUALIFICATIONS

High school Diploma or Certificate. Qualifications in Office Administration.

★ Current Police Check



CLIENT SUPPORT MANAGER

ROLE DESCRIPTIONS

This role is responsible for the effective admissions process and leads to the customer support services team in larger Care Communities.

ROLE CAPABILITIES

Computer literacy, customer service administration and people leadership skills. Empathy, good communication, self leadership and accountability.

LIFE EXPERIENCE/ QUALIFICATIONS

Diploma or Certificate in Business training and training in Customer Services.

★ Current Police Check



REGIONAL RELATIONSHIP MANAGER

ROLE DESCRIPTIONS

This role is to support the achievement of occupancy and targets in our Care Communities, within the designated hub, by initiating and providing hands-on leadership.

ROLE CAPABILITIES

Leadership skills, Computer literacy, people management, change management, understanding of quality management systems.

LIFE EXPERIENCE/ QUALIFICATIONS

5 years sales management experience, Demonstrated experience as a strong sales professional. Successfully led territory sales programs.

★ Current Police Check



GENERAL MANAGER

ROLE DESCRIPTIONS

Responsible for general overall management of Care Community. Leading the team to deliver high-quality care to our residents in line with their needs.

ROLE CAPABILITIES

Leadership skills, computer literacy, business acumen, people management, change management and understanding of quality management systems.

LIFE EXPERIENCE/ QUALIFICATIONS

Bachelor of nursing and or qualifications in Business and Leadership.

★ Current Police Check

ACROSS OUR TEAMS WE LOOK FOR

EMPATHY



RESILIENCE



EXCELLENT COMMUNICATION SKILLS



TEAMWORK



FOCUSED ON PERSON CENTRED CARE

