



Job Description

Care Admission Coordinator

The Care Admission Coordinator's role is to primarily ensure that occupancy is maintained from a care and financial perspective.

The core purpose is to support the Village Manager to ensure that the residents, families, and supporters feel supported throughout their transition into a Summerset village.



STRONG ENOUGH TO CARE



ONE TEAM






STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Village Operations
Reporting Line	Village Operations Manager
Contribution / Responsibilities	<ul style="list-style-type: none"> • Support potential residents, families and their supporters in the understanding of the financial process, options and requirements of admission into a Summerset Village. • Liaise with relevant referees and maintain relationships within the community and engage with marketing team when required. • Work closely with VOM, Residence manager and AN-ACC coordinator when filling aged care beds. • Ensure appropriate Legislative and Summerset information is provided and completed including contract prior to admission. • Arrange a suitable time with the resident, family, and or supporters for admission in conjunction with Residence Manager, Clinical Services Manager and VOM. • Orientate the resident and family to the facility, unit layout, routines, processes, mealtimes and what to expect whilst living at a Summerset village • Establish and maintain positive relationships with residents, relatives and visitors with effective follow through on issues/concerns, especially financial issues with invoicing and payments too Summerset. • Continue and maintain relationships, ensuring that residents continue to feel supported after their move to the village. • Ensure any concerns are escalated and resolved in a timely manner • Help to ensure that the village presentation is maintained to a high standard. This includes display rooms. • Liaise with Families to ensure that rooms are emptied on discharge and any refurbishment are communicated with in a timely manner. • Maintain an active presence in the village, be accessible for residents to approach and discuss concerns or issues and escalating to RM or VOM as required. • Ensure admission process into the care centre is a smooth transition from tour to admission day. • Liaise with the clinical and Sales team to ensure smooth transition from ILU to care centre. • Keep accurate records of admission paperwork and financial documents whilst ensuring to maintain privacy and confidentiality.
Health & Safety	Be a proactive contributor to ensuring the health and safety of our people, our customers, our contractors, and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
Qualifications and Experience	<ul style="list-style-type: none"> • Have 5+ years Aged Care experience • Knowledge of AN-ACC finding model • Demonstrated experience providing customer service and support • Current First Aid Certificate (training can be provided) • Empathy, and a genuine interest in working with older persons • Demonstrated ability to remain calm and be responsive under pressure • Ability to self-manage and prioritise • Experience using My Aged Care portal to enter admissions and mange residents

Relationships	<ul style="list-style-type: none"> • Village Management team • Residence Manager • AN-ACC Coordinator • Property Team • Residents and their families • Other Village staff and contractors • Village and Head office Sales Team • Marketing Team • Regional Clinical Quality Manager AU (RCQM)
Dimensions	<ul style="list-style-type: none"> • 0 direct reports • 0 opex / capex budget
Other	This job includes all the main duties and responsibilities of the role; however, you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the Village Operations Manager, Residence Manager or Regional Clinical Quality Manager (AU).

Values		
 <p>STRONG ENOUGH TO CARE</p> <p>We treat our residents like family. We do what's right. We respect people as individuals.</p>	 <p>ONE TEAM</p> <p>We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.</p>	 <p>STRIVE TO BE THE BEST</p> <p>We work hard. We like to win. We're always learning and improving.</p>