



Job Description

Activities Coordinator

The purpose of the role to promote and deliver activities for residents consistent with a whole of village focus and the “the life you bring” approach (the life that each of our residents brings, or has brought to our village, from their previous personal or community interests/involvement).

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



STRONG ENOUGH TO CARE



ONE TEAM






STRIVE TO BE THE BEST



BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Head Office Operations
Reporting Line	Village Manager
Contribution / Responsibilities	<p>Whole of village</p> <ul style="list-style-type: none"> Take an active interest in and provide input into the overall “look and feel” of the Village, including how to ensure residents feel supported and secure, and enjoy Summerset <p>Activity planning and delivery</p> <ul style="list-style-type: none"> Successfully plan, design, coordinate and deliver a menu of inspiring activities that incorporate the interests of the residents, harness their energy, utilise the “life we bring” theme and incorporate national events as needed <p>Activity participation</p> <ul style="list-style-type: none"> Effectively lead and participate in activities as needed, including involvement in residents’ functions. Driving residents on trips and assisting in the transportation of customers to special appointments <p>Resident support</p> <ul style="list-style-type: none"> Be the main point of contact for many residents in the village, actively engaging with them, building a close understanding of their needs, interests and any risks. This includes de-escalating any difficult situations and attention to vulnerable residents, monitoring progress of residents in District health Board and liaison with families <p>Communications</p> <ul style="list-style-type: none"> Ensure effective communications with residents and their families, in-person or through media such as regular newsletters <p>Planning and financing</p> <ul style="list-style-type: none"> Work with the Village Manager to plan, monitor, manage and report on work plans and budgets, ensuring appropriate financial processes are followed <p>Customer service</p> <ul style="list-style-type: none"> Maintain a professional, friendly, and welcoming appearance and manner for all customers, families and other visitors <p>Summerset brand</p> <ul style="list-style-type: none"> Contribute to the culture and teamwork of the Village (including the Care Centre) and wider Summerset by proactively and collaboratively working with others to create a positive and enjoyable environment
People Leadership (if applicable)	Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset’s goals.
Health & Safety	Be a proactive contributor to ensuring the health & 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"> Positive “can-do” behaviors that results in a harmonious relationship for staff and residents Excellent interpersonal skills, the ability to convey an idea and engender enthusiasm and interest A genuine interest in working with older people and a positive attitude to ageing Good written communication skills that target the audience and medium appropriately

	<ul style="list-style-type: none"> • Strong organisation skills, ability to multi-task • Computer literacy with using Microsoft Outlook (Word, Excel, PowerPoint, Publisher) • An event management or hospitality background would be an advantage • Current first aid certificate • A current driver license
Relationships	<ul style="list-style-type: none"> • Summerset residents and visitors • Operations Manager, Sales Manager, Care Centre Manager • Residents Committee (Chairperson) • Professional advisors, suppliers & contractors • Other Summerset staff
Dimensions	<ul style="list-style-type: none"> • Nil direct reports • Nil opex / capex budget
Other	<ul style="list-style-type: none"> • 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 head of Clinical Services.

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>