



Job Description

Service Coordinator

The Service Coordinator is the lead relationship manager for residents living in serviced apartments and a point of contact for other village residents requiring Summerset support services. They promote, market, implement and coordinate all support and care services throughout the village. They bring the best of life to residents by quickly understanding and responding to their needs with Summerset services. They work in partnership with staff and other external providers to enable the resident to stay active and independent in a supported and safe environment.

The Service Coordinator is responsible for the day-to-day organisation, scheduling, communication and evaluation of all support services for residents in the village and serviced apartments.

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	Village Operations
Reporting Line	Business Manager
Contribution / Responsibilities	<p>Service and Delivery focus</p> <ul style="list-style-type: none"> Understands the Summerset service proposition and maximise service delivery by developing relationships with village and serviced apartment residents, understanding their needs, then promoting, planning, coordinating and successfully implementing Summerset care and support services within the village and serviced apartments Ensure that a new resident is orientated to the Service Apartment environment and that they are welcomed and connected to their new community Proactively anticipate needs as they arise (e.g., call bell data reviews, returns from hospital), and identify Summerset-provided services to meet these needs Develops relationships with residents, their significant others, and members of the Summerset team and external providers to quickly identify and respond to new or emerging needs <p>Person centred care</p> <ul style="list-style-type: none"> Provides care in a culturally safe manner, understands, and applies the Treaty of Waitangi principles and how to partner with Māori in care. Where a resident desires, involve whānau in daily living Network and build relationships with external stakeholders and their staff e.g., pharmacies, disability support link, nursing and home care providers to ensure that any issues are identified, and risk minimised to the resident and staff Escalate current and/or potential risks and issues identified to the clinical nurse leader or care centre manager <p>Communication</p> <ul style="list-style-type: none"> Ensures effective communication with residents and their families, make sure residents understand service options and follow up on service needs of vulnerable residents Attend and contribute to village management meetings and participate in the Vulnerable Resident programme and register <p>Work closely with the Activities Coordinator, Care Centre Manager, Housekeeping, Property and Kitchen Staff</p> <ul style="list-style-type: none"> Discuss any components of the service request which requires resources from these teams or leaders and ensure residents needs are met Manages rosters of housekeeping staff or other staff across the village to ensure packages or other purchased services are delivered on time and to the expected standard <p>Financial Planning and generating revenue</p> <ul style="list-style-type: none"> Proactively anticipating changes in resident's needs and offering Summerset services, driving generation of additional revenue and while exceeding a resident's expectations Monitors the Summerset's services purchased are delivered as agreed with the resident Ensures there is no revenue leakage, and all purchased services are recorded and charged Works with the Village Manager to plan, monitor and report on financial performance of the care and support services. This will be reviewed together monthly to ensure service revenue targets are achieved

	Customer Service and Self-management <ul style="list-style-type: none"> • Supports residents during move-in period and undertakes meet/greet for new serviced apartment residents • Works closely with Activity Coordinator on identified vulnerable residents to promote service requirements and enhance independence • Maintains a professional, friendly, and welcoming appearance and has the ability to identify what needs to be done • A high level of motivation and drive to provide a high level of customer experience
Health & Safety	<p>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.</p> <p>Have a sound understanding of the emergency management plan and evacuation requirements.</p>
Qualifications and Experience	<ul style="list-style-type: none"> • Excellent communication skills (written/oral), include the ability to relate to people with different cultural backgrounds, being able to explain thoughts and ideas clearly and effectively • A genuine interest to work with older people and a positive attitude towards ageing and enabling people to age with dignity and support • Business administration skills • IT skills, including using of Microsoft products • Strong organisation skills, ability to multitask and manage time effectively • A current drivers licence • Ideally previous experience in aged care /retirement village industry in either administration or other support role. A case management and/or other health related background would be an advantage
Relationships	<ul style="list-style-type: none"> • Village residents and the important people in their life • Potential new residents and their significant others • Sales Manager • Care Centre Manager • Clinical Nurse Leader • Village Manager • Other Summerset Staff • External support agencies
Dimensions	<ul style="list-style-type: none"> • Nil direct reports
other	<p>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.</p>

Values		
 STRONG ENOUGH TO CARE	 ONE TEAM	 STRIVE TO BE THE BEST

<p>We treat our residents like family. We do what's right. We respect people as individuals.</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>We work hard. We like to win. We're always learning and improving.</p>
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