



Job Description

Resident Experience Lead

The primary purpose of this role is to lead a team to deliver enhanced resident experience across the Independent Living Units (ILU's), Assisted Living Accommodation (ALA's) and the Residential Aged Care (RAC) home through design and implementation of an enriching, meaningful, tailored and fulfilling lifestyle and activities program.

This is a critical role in developing and overseeing an energised and vibrant village culture that reflects the diversity of individual residents' needs and preferences to participate in a lifestyle program that is a centre-point of social activity and emotional connection in bringing the best of life at 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	<p>Resident Experience/Lifestyle Strategy and Design</p> <ul style="list-style-type: none"> ● Develop and design a Resident Experience program (in the area of events, lifestyle, wellbeing and activities) tailored to residents across the village including Independent Living Units (ILU's), Assisted Living Accommodation (ALA's) and the Residential Aged Care (RAC) home to ensure all residents can participate in activities/events that are meaningful and reflect their diverse needs and preferences ● Lead the design, strategy and execution of a Lifestyle program and monthly/weekly calendar(s) for all residents, ensuring their individual preferences have been considered through the development of this program. Noting there will be specific calendars in addition to Village according to are of residence (e.g. RAC specific) ● Contribute to operational strategic planning using data, insights and feedback to drive proactive initiatives for Resident experience across the village ● Implement strategies for resident participation, advocating for diversity, inclusion and right of individual choice ● Engaging with external providers including entertainers to deliver a resident centred, professional and cost-effective lifestyle and wellbeing program ● Building positive relationships with external providers, ensuring residents receive competitive prices for all excursions and events. ● Establishing relationships within the community including local schools and businesses, promote and facilitate resident participation within the community ● Organising interesting and ability appropriate group excursions for residents. ● Champion to have village participation in wellness and engagement projects ● Maintain records and documentation to meet Summerset Policies and Procedures and compliance requirements <p>Team Leadership and Development</p> <ul style="list-style-type: none"> ● Leading the Village Resident Experience team and Lifestyle teams to plan, develop, coordinate, deliver an enhanced and engaging Lifestyle program ● Establish and maintain clear communication and task delegation with the Lifestyle team through regular meetings and review the efficacy of activities on a regular basis ● Oversee all performance management, learning and development and mentoring requirements for the Resident Experience and Lifestyle team with the support of the VOM. ● Lead the Lifestyle team to conduct regular focus groups with residents to discuss their ideas and interests, ensuring their wellbeing and active participation in the programs delivered. <p>Resident Journey Mapping & Innovation</p> <ul style="list-style-type: none"> ● Collaborating with Clinical team and leading Lifestyle staff to conduct surveys and regular focus groups with residents to discuss their ideas and interests, ensuring their wellbeing and active participation in programs

	<ul style="list-style-type: none"> ● Facilitate resident transitions to their new home (ALA/RAC), ensuring life history, lifestyle preferences and social needs are documented and communicated to clinical and services staff ● Attend and contribute to the RAC Resident and Supporters meetings to provide updates and receive feedback about the lifestyle program to identify opportunities for improvement. ● Analyse and contribute to the design of the resident journey across the village to tailor the lifestyle and activities program to ensure a seamless, efficient and appropriate experience for residents with varying needs and preferences. ● Work within a continuous improvement framework to improve the outcomes of individual and groups of residents across the village ● Assist with mandatory data collection for quality indicators, inclusive consumer experience and quality of life surveys <p>Stakeholder Engagement</p> <ul style="list-style-type: none"> ● Creating an inclusive village culture, through welcoming of all residents and being the key contact to introduce them to the lifestyle programs on offer across the village. ● Escalating any concerns to Residence and Clinical Manager (RCM) or the Village Operations Manager (VOM) in a timely manner ● Collaborate with the Village Leadership Team to enhance Resident experience and satisfaction in relation to engaging in lifestyle activities to deliver a consistent and cohesive experience across the village ● Seek feedback from residents, supporters and families to ensure residents voices are heard, fostering a positive culture of engagement ● Collaborate with the NZ Resident Experience Teams to leverage existing programs, virtual events and projects.
<p>Health & Safety</p>	<p>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.</p>
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> ● Certificate IV in Leisure and Health or Diploma of Leisure and Health (preferable) ● Completing and maintaining a Responsible Service of Alcohol (RSA) qualification ● Experience in a similar role delivering expertise in lifestyle/activities programs ● Aged Care/Retirement village experience is advantageous ● Demonstrated event management and coordination experience ● Current First Aid Certificate (training can be provided) ● Empathy, and a genuine interest in working with older persons ● Previous leadership experience in managing a team ● Demonstrated ability to remain calm and be responsive under pressure ● Ability to self-manage and prioritise
<p>Relationships</p>	<ul style="list-style-type: none"> ● Village Management team ● Property Team ● Residents and their supporters and families ● Other Village staff Melbourne Office team, e.g. Clinical Governance ● Associated and external providers ● Village and Head office Sales Team ● Marketing Team ● Resident Experience Team (NZ)

Dimensions	<ul style="list-style-type: none"> • Lifestyle/Activities Team • Opex / capex budget
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, at the request of the Village Operations Manager, Residence and Clinical Manager or Regional Clinical Quality Manager (AU).</p>

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>

