

Position Description

Title	Retirement Village Liaison Officer
Business Unit	Housing & Property Division
Location	Glen Iris
Employment type	Full Time, Maximum Term
Reports to	Retirement Village Co-Ordinator

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The position delivers community development activities to Uniting's retirement village at Gardiner Lodge.

To engage Uniting's retirement village, Gardiner Lodge, with an approach to service delivery that is consumer-centred and aims to provide safe, affordable and secure village living for retired persons. The role is the liaison for family members and residents with Uniting Vic.Tas.

2. Scope

Budget: n/a

People: Casual Retirement Village staff

3. Relationships

Internal

- Uniting Housing Services Team
- Uniting Housing & Property Division
- Uniting support services teams

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External

- Residents, their families and next of kin
- Retirement Village partners
- Contractors
- Partner agencies

4. Key responsibility areas

Service delivery

- Facilitate and build relationships in the Village Community to a sense of community and home, maintain a high level of resident satisfaction and village reputation
- Support the Manager with day-to-day tasks including resident liaison, document preparation, and community development projects
- Maintain community and network referral relationships to facilitate enquiries
- Develop engaging regular communications to residents including notices and monthly newsletter.
- Liaise with the Residents Committee and attend and report at committee meetings if required
- Optimise occupancy levels at the villages by ensuring vacant units well-presented and marketed for sale
- Liaise with Uniting's asset management team to ensure the village is maintained at a high standard.
- Liaise with service and support providers, to assist residents to access services they require.
- Respond in a timely way to complaints from residents
- Competently maintain records using Uniting systems and prepare correspondence and reports
- Other duties as directed
- Respect residents' privacy and confidentially as per Uniting policies and procedures.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

5. Person specification

Experience

- Experience in community development
- Well experienced in customer service delivery in the not-for-profit sector.
- Retirement village service delivery experience would be an advantage.

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- Established skills with MS Office (Excel, Word, Outlook and PowerPoint), experience using property management software and desk top publishing.
- Essential: current driver's licence, Level 2 First Aid Certificate (or willing to obtain)

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Demonstrated ability to interact professionally and ethically with residents, their families and cars.
- Demonstrated experience working collaboratively and in partnership with residents and their families
- Demonstrated ability to plan, organise and prioritise work in a fast-paced environment with multiple priorities.
- Well-developed written and verbal communication skills with demonstrated ability to communicate effectively, verbally and in writing, with internal and external stakeholders.
- Proven capacity to work with Property management software.
- Sound administrative skills
- Strong time management skills and ability to work to tight timeframes/deadlines

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: