

Position Title

Resident Services Representative

Position summary

The person in this position is responsible for providing professional care services to residents living independently. Resident service representatives provide support and help for residents in different ways throughout the day, liaising with families as well as welcoming visitors to the village. They reflect Selwyn's values in the wide range of duties they undertake.

Key Accountabilities	Measure
Resident Services • Work closely with the village managers and with the Wellness / Medical Centre staff on behalf of the residents • Ensure residents are provided with support and care in the professional services the village provides • Undertake welfare visits as scheduled, complete any documentation required and update the resident database • Prepare birthday, get well and other greeting cards for residents as appropriate • Communicate with families by email and telephone call as required while looking after their family member • Take responsibility for overseeing the village after hours (up to 10.30 pm) to ensure security and routine matters are attended to • Assist with transportation on site, driving the buggy as required • Welcome back residents returning from a hospital admission, providing advice and assistance as necessary • Undertake general administration duties, incl but not limited to: - updating Leecare and other databases; - mobility lists for emergency evacuations and alarm activation records; - photo IDs; - making notes of observations and actions; - collating compendium packs and other village information for residents; and - lists of residents to be charged for services • Deal with the requests for pendant battery changes and malfunctions • Assist at reception for short periods as required • Undertake mail deliveries of village newsletters and notices • Carry out the open up and shut down routines each day in conjunction with Security: ensure communal areas within buildings are secured at night, turn out lights, turn off heaters • Ensure all resident enquiries are dealt with efficiently and effectively • Work with the other staff and the managers in ensuring communication with the residents is easy and appropriate when dealing with requests, complaints and feedback • Contribute to the delivery of services to residents by undertaking any other related and reasonable duties assigned to you	• Resident satisfaction feedback, comments and survey results • Timely attention to requests • Completion of scheduled visits and phone calls • Clear and accurate communication is observed • Routines followed and tasks completed each day before departure after the shift • Smooth operation of village facilities each day • Database accuracy and clear and neat notes after meeting with residents • Residents receive information on time

Key Accountabilities	Measure
Emergency Management - Undertake first response duties, which include but are not limited to: - Answering emergency calls and system alerts then going to the residents' apartments - Meeting and assisting emergency services like the ambulance staff - Responding to resident needs while seeking help - Complete incident documentation - Act as fire wardens as required in trial evacuations and when an actual emergency occurs	- Timely response and satisfactory outcome after incidents - Documentation complete and accurate
Optional Services - Assist with the delivery of optional services, which include but are not limited to: - Meal deliveries - Prescription deliveries - Medication administration – (as per medical administration policy)	Residents are satisfied with the optional services provided
New Resident support - Prepare the units for occupation by the new residents: keys and swipes, pendants, documents, handbooks etc - Help new residents settle in to the village - Provide residents with an introduction to living in their apartments, offering advice about the facilities as well as giving practical support to residents	- Resident satisfaction feedback, comments and survey results - Timely attention to requests
Hospitality Services Assist with hospitality services which include: - Restaurant/café assistance from time to time - Resident recreational and social activities: set up and clear away/close down and shut up - Village events and open days	- Customer satisfaction - Feedback from peers, managers and customers
Culture - Work amicably with colleagues and with residents so residents feel comfortable asking for help and have confidence in Selwyn's care. - Ensure good relationships are maintained with management, residents and staff. - Demonstrate behaviour and communication style that reflects commitment and knowledge of The Selwyn Foundation Group's mission, values and goals.	- The Selwyn Way is reflected through actions and behaviour - Feedback from peers, managers and customers
Personal Development - Take responsibility for own professional growth and development and maintain a working knowledge of all relevant operational matters. - Maintain a thorough working knowledge of software programmes pertaining to this position. - Attend any scheduled training sessions as required for this position.	- Initiative observed with regards to professional development - Up-to-date knowledge is evident through daily performance - Attendance at scheduled training sessions is documented

Key Accountabilities	Measure
Compliance & Quality Improvement - Ensure familiarity and compliance with Foundation policies, standard operating procedures (SOP's) and best practice. - Maintain the confidentiality of residents, clients, staff and the business of the Selwyn Foundation Group at all times. - Implement the quality management system including a focus on continual improvement and achieving workplace objectives. - Participate in the internal audit programme relevant to the area of work.	- Incident reporting - Feedback from peers, managers and customers - Audit results
Health & Safety Personal Health and Safety - Take care - do nothing in your work that will expose you or others to harm. - Knowledge is power - know and follow the health and safety policies and procedures Selwyn has put in place to control risks in your workplace. - Be aware - of and speak up and do something about things you see that could cause harm – waiting until someone is hurt is not how we want to do things at Selwyn. - Turn up for work fit for work – with adequate rest, free of infection and free of any substance that could impair your judgment. Health and Safety procedures - Always follow the safe work procedures, guidelines, instructions and standards associated with your role. Don't take shortcuts. - Advise your manager of any near miss or incident involving actual or potential harm to yourself, a colleague, resident or visitor - If you see an unsafe situation or any other hazard, report it.	- Proactive support of Health & Safety in daily actions - Incidents are reported - Hazards and risks are managed
Other Undertake other relevant duties as required by your managers, following consultation with you.	As observed and reported

Qualifications and Experience
- First aid certificate - Full driver's licence - Experience working in healthcare, administration, retail or hospitality - Some experience in caring for others

Core Competencies	
At all times, employees will respect and promote the organisation's values of faith, independence, care and wellness (The Selwyn Way). This will be reflected in each of these competencies through your actions and behaviours.	
Customer Focus	Makes residents and their needs a primary focus of one's actions; developing and sustaining productive relationships and demonstrating a clear concern for the health, safety and wellbeing of others.
Interpersonal Skills	Relates well to others and shows genuine concern and understanding. Builds appropriate rapport, is sensitive and approachable, managing difficult situations with diplomacy and tact. Demonstrates focused listening skills.
Initiative	Shows good judgement with ability to understand various situations and attend to residents in the most effective manner. Contributes ideas and knowledge and strives to exceed expectations. Responds rapidly to requests and solves problems effectively.
Attention to Detail	Sets high standards, ensuring outcomes comply with all quality measures, organisational SOPs and legislative requirements. Documentation is appropriate and timely. Checks work for errors carefully and does not compromise accuracy despite pressures.
Integrity & Trust	Is regarded by others as a truthful individual with high standards of fairness and ethics. This is demonstrated in daily words and actions. Is direct and honest, presenting the truth in an appropriate and helpful manner. Observes confidentiality.
Passion for Role/Industry	Demonstrates a dedicated work approach, which reflects genuine interest for the work and future of the organisation. Seeks knowledge to enhance competence.
Accommodating Change	Supports different and innovative approaches introduced to improve the organisation's effectiveness; showing willingness to modify current practices. Remains open to ideas offered by others.
Teamwork	Works together and co-operatively to achieve common goals. Accepts direction, supports others and offers assistance as appropriate.

Functional Relationships	
<u>Internal</u> Hospitality Services Assistant Village Manager Home Services and Cleaners Village Receptionist Village Administrator Residents	<u>External</u> Families Visitors



Acknowledgement	
_____ Job Holder Name	_____ Manager's name
_____ Job Holder Signature	_____ Manager's signature
_____ Date	_____ Date