

Job Description and Selection Criteria

Resident Services Officer

<u>Location</u> Bentley Park	<u>Reporting To</u> Resident Services Coordinator
<u>Direct Reports</u> Nil	<u>Award / Agreement</u> HSU

Position Objective

The Resident Services Officer is a valued and trusted member of the Retirement Living Team, playing a vital role in creating vibrant, connected, and supportive communities at Bentley Park. Through meaningful engagement, genuine care, and proactive support, the Resident Services Officer helps foster a welcoming environment where residents feel heard, respected, and empowered to enjoy their retirement years. By working collaboratively with team members, volunteers, and residents, this role helps shape a thriving community where people truly belong and live well.

Responsibilities

Resident Engagement and Community Experience

- Provide support as required to residents including emergency calls (falls, first aid, serious illness, deaths, crisis support and lockouts) and equipment requirements.
- Provide residents with resources and information to promote independence and wellbeing.
- Meet with new residents and follow up on any queries they may have.
- Maintain accurate and up-to-date documentation ensuring relevant progress notes are recorded in a manner that aligns with industry standard.
- Work collaboratively with residents, families and healthcare professional to educate and support residents in accessing appropriate medical and support services.
- Provide residents with information relating to onsite services and support (home meal services, transport, hairdressers, medical, etc).
- Assess and identify “at risk” or vulnerable residents and refer to appropriate support services.
- Engages with after-hours security to ensure operational continuity.
- Coordinate referrals to SwanCare At Home
- Communicate with residents’ families as needed.
- Engage with residential care facilities when a village resident is relocating to residential care.
- Advise residents on accessing My Aged Care assessments.
- Undertake other duties as directed by the Resident Services Coordinator.

Communication and Continuous Improvement

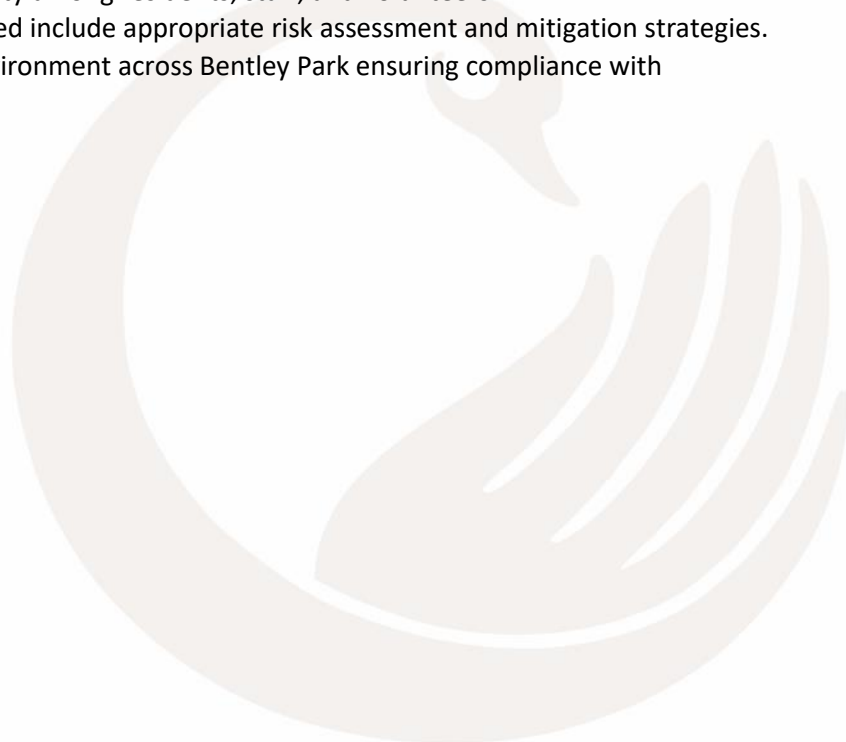
- Actively contribute to the Retirement Living Team by delivering exceptional customer service.
- Embrace continuous improvement and maintain a positive attitude.
- Listen and communicate effectively, using both verbal and non-verbal techniques.
- Encourage feedback and foster transparent communication channels.
- Support innovation and improvements that enhance service delivery and resident experience.

Professional Conduct and Teamwork

- Demonstrate results-focused behaviour, managing time and meeting deadlines.
- Deliver work of a consistently high standard and demonstrate initiative.
- Actively practice teamwork, considering the needs and input of others.
- Maintain a positive “can do” attitude when faced with challenges.
- Demonstrate ethical conduct in line with SwanCare’s Behaviour Standards.
- Commit to personal growth and professional development, staying informed with sector developments and best practice

Work Health and Safety (WHS)

- Take reasonable care to protect personal health and safety, as well as that of others in the workplace.
- Comply with SwanCare’s WHS policies, procedures, and instructions at all times.
- Identify, report, and where appropriate, take action to address hazards, incidents, and near misses in a timely manner.
- Participate in WHS training sessions, meetings, and consultation processes as required.
- Foster and promote a culture of safety among residents, staff, and volunteers.
- Ensure all event and activities planned include appropriate risk assessment and mitigation strategies.
- Contribute to maintaining a safe environment across Bentley Park ensuring compliance with regulatory requirements.



Selection Criteria – Resident Services Officer

Essential

1. Proven commitment to delivering high-quality customer service to both internal and external stakeholders.
2. Ability to work unsupervised, as well as collaboratively within a team.
3. Ability to undertake multiple tasks concurrently while maintaining attention to detail.
4. Strong interpersonal and communication skills, including proficient report writing.
5. Ability to work effectively in a close team environment and across various levels of the organisation.
6. Well-developed IT literacy skills and working knowledge of relevant software and systems.
7. Skilled in negotiation and conflict resolution, with a focus on positive outcomes.
8. Ability to maintain non-disclosure of confidential and sensitive information that may be critical to operational and financial integrity.
9. Valid First Aid Certificate.
10. Australian Citizenship or permanent residency status.
11. Acceptable National Police Certificate.

Desirable Criteria

1. Previous experience in the retirement living sector or related sectors.
2. Demonstrated understanding of legislative framework governing retirement living services.
3. Valid C Class driver's licence.

Employment considerations

To be considered for a position at SwanCare, applicants must meet the following prerequisites:

- Completion of 100-point identification check.
- Provide a valid National Police Clearance dated within the past 12 months.
- Hold appropriate workings rights within Australia (citizenship, permanent residency, or relevant visa).

This position description may be amended from time to time at the discretion of the company. The position description outlines the primary duties and responsibilities of the role but is not designed to be prescriptive in nature. Employees may be required to undertake other reasonable duties as directed by their supervisor.

All requirements in this document are in addition to those stated in your Employment Agreement and Letter of Offer.

CERTIFICATION

I confirm that I have read, and I understand the requirements as detailed in this document. I understand that by signing this document, I agree to perform my duties to the best of my ability, and I also agree to comply with all policies, procedures and work instructions. I further understand that by failing to adhere to my commitment, it may result in my employment being reviewed.

Employee Name:

Signature:

Date: