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| **Job Title:** | **Move-in Coordinator** |
| **Reports To:** | **Client Liaison Manager** |

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| **Job Summary:** | To oversee resident move-ins to ensure that each resident has a successful move-in and transition to life in his or her new home. |

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| **Role Responsibilities:** |
| * Maintain an open and ongoing dialogue with the resident and/or family from the time the administration fee is placed through the first week of move-in to ensure a smooth transition for the resident and to identify resident and family needs. * Initiate communication with the future resident’s doctor and/or family to ensure completion and delivery of paperwork and other forms needed. * Assist the resident and family members to make the emotional connection to the new home through awareness and integration and socialisation techniques. * Assist the resident and family members to make the emotional connection to the new home through awareness and integration and socialisation techniques. * Meet the resident and/or family on the day the administration fee is placed and review the move-in pack, ensuring that all information is explained fully. * Co-ordinate the resident assessment with the Care Services Manager. * Ensure that all Signature and mandated paperwork is completed on or before the move-in date by caregivers, family and the resident. * Complete the Resident Profile and computerise the resident record. * Develop and conduct a resident and family orientation to the home. * Collect any necessary payments. * Set up the resident personal allowance fund. * Review the Welcome Pack with the resident and family. * Help the resident settle into his or her new home. * Present the room to the resident and family. * Explain the telephone and emergency procedures systems. * Explain the other services available such as hair care, transportation and activities. * Have lunch or dinner with the resident and any family members present on the day of move-in. * Visit each new resident to evaluate his or her adjustment within 24 hours of move-in. * Contact the family members within 24 hours to offer an update on the transition. * Ensure the suite or apartment is ready for move-in, using the Suite Readiness Checklist. * Communicate any necessary suite or apartment readiness needs to the Maintenance Manager. * Complete and maintain the resident computer records. * Complete and maintain the resident’s administrative file, later to be handed to the Administration Team.   **Health and Safety**   1. The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:   Control of Substances Hazardous to Health, Electricity at Work, Lift & Lifting Equipment, Manual/Object Handling, Gas Installation & Use, Provision and Use of Work Equipment, Fire Precautions, Personal Protective Equipment, Legionella/Water Treatment, Waste Management, Reporting of Injuries, Diseases & Dangerous Occurrences Regulations.   1. Appraise and assess measures used to prevent infection control hazards, taking into account the individual nursing, social, physical and psychological needs of the resident. 2. Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult’s procedures.   **This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** | | |
| **Experience** | **Essential/Desirable** | **Assessment** |
| Excellent command of the English language, both written and spoken. | E | CV /Application form |
| Computer Literacy | E |  |
| A sales or event management background is desirable, although optional. | D | CV/ Application form |
| **Knowledge/Skills & Abilities** |  |  |
| Good organisational skills and excellent follow-through | E | CV/ Application form |
| Good problem-solving skills | E | CV/Application form |
| Ability to work alone or as part of a team | E | CV/Application form |
| Enjoys interacting with seniors | E | CV/Application form |
| Excellent communication skills | E | CV/Application form |
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| Values – I am fully committed to being:   * Caring * Supportive * Honest * Respectful * Accountable | | |

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| Agreement: | | | |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:** |  | **Date:** |  |