

Operations Coordinator: Aged Residential Care

**Third Age Health Services Ltd | Remote/Virtual (Auckland, Wellington or Christchurch) |
Operations Coordinator (Healthcare & Medical) | Permanent Full/Part-Time**

Job Description:

We're looking for an Operations Coordinator for our Aged Residential Care (ARC) team. This is a remote role based in either Auckland, Wellington, or Christchurch, and it offers the opportunity to support the national growth and development of Third Age Health. The successful candidate will assist the ARC National Manager with various tasks and support the clinical teams by providing communication channels, evaluating processes and outcomes, and offering administrative support to maintain and improve services. Occasionally, the role may require adhoc afterhours support.

We offer:

- **Supportive Team:** Work in a collaborative and supportive environment.
- **Variety:** Engage in diverse tasks and support nationwide growth.
- **Remote work:** Primarily a virtual role with occasional site visits.

You will bring to this role:

- Degree in healthcare management (preferable).
- Experience with stakeholder management and communication.
- Project planning experience.
- Budgeting and cost control experience.
- Experience using MyPractice and project management software.
- Risk management and risk monitoring experience.
- Strong competency in IT and software packages.

Competencies required:

- Well-developed influencing and relationship management skills necessary for working effectively with internal and external stakeholders/partners.
- Excellent organisational and time management skills.
- Strong leadership skills.
- Excellent written and verbal communication skills.
- Strong teamwork and client-facing skills.
- Confident presentation skills.
- Resilient problem solver keen on implementing solutions.
- Experience achieving results in a fast-paced environment with changing priorities and multiple stakeholders.
- Positive approach to developing relationships with stakeholders.
- Ability to influence and gain consensus at all levels of an organisation.
- Ability to gather and interpret information necessary for decision making, make sense of data, and explain it to others.
- Ability to identify trends and analyse complex information.
- Ability to prioritise work under pressure.

In this role, your key duties will include:

Rostering:

- Regional rostering and maintaining clinician/facility rosters.
- Covering unplanned and planned leave requests.

Out of Region Claiming:

- Liaising with PHO, DHB, community services, and the internal Third Age Health team to maximise funding opportunities.
- Claim reconciliation.

Assist with Site Visits: Accompanying regular site visits to aged care facilities (primarily in the region where based) to assess operations, address concerns, and foster positive relationships with staff and residents.

Relationship Management: Helping build and maintain strong relationships with clients, healthcare practitioners, and external stakeholders to ensure effective communication and collaboration.

Assist with QAS and Auditing: Participating in internal audits, contributing to quality assurance systems, and assisting in analysing data to identify areas for improvement and ensure compliance with standards.

Health and Safety: Supporting the promotion of a culture of health and safety in the workplace by assisting in implementing policies, conducting training sessions, and addressing safety concerns, including reporting.

Complaints Management: Assisting in addressing resident and family complaints in a timely and compassionate manner, working to resolve issues and improve service delivery.

Recruitment: Actively liaising for the recruitment of GP/NPs for nationwide aged care facilities, maintaining always-on advertising, CRM updates, and collaborating with the ARC manager and Relationship manager on active recruitment activities.

Onboarding:

Supporting practitioner and client onboarding and training (MyPractice and other systems).

Other Duties:

- Assisting with loading rounds for the clinical portal, onboarding users, and ensuring facilities and practitioners operate smoothly.
- Other activities as required by the ARC National Manager. Occasionally, the role may require adhoc afterhours support.

Terms are favourable and an immediate start is available for the right candidate.

If you are a passionate Operations Coordinator with a dedication to providing quality support services to our aged residential care facilities, we want to hear from you. Contact our team today to learn more about this exciting opportunity by sending a quick email and CV to Niomi Fleming at niomif@thirdagehealth.co.nz.

Applicants for this position should have NZ residency or a valid NZ work permit. Due to the current NZ Health workforce COVID-19 vaccination mandate, you will be required to provide proof of COVID-19 vaccination status.