



**Date: December 28, 2020**

**Job Title: Resident Experience**

**Coordinator**

**Reports to: Director of Operations**

**Introduction:**

Emmanuel Home is an independent/assisted living home for seniors under the direction of the non-profit Christian Senior Citizens Homes Society of Northern Alberta, since 1968. Our mission is to provide a Christian environment that is safe and comfortable so seniors can live with dignity. In providing services and supports to our residents, we are guided by our core values: Integrity, Caring, and Excellence.

**Summary of Responsibilities:**

The Resident Experience Coordinator is responsible for the smooth transition of residents into and out of Emmanuel Home, and in enhancing the quality of life for residents through in-house events outside of the recreation program.

The Resident Experience Coordinator also promotes the mission, values and programs of Emmanuel Home to new residents and the supporting community through orientation, educational and promotional efforts.

**Scope of Work:**

*Resident Relations:*

1. Maintain resident files in a confidential manner
2. Prepare, maintain and distribute resident application packages
3. Manage resident intake waiting lists
4. Manage resident admission and exit from Emmanuel Home including:
  - Completing lease and admission documents
  - Assigning and tracking storage lockers and parking stalls
  - Assigning and retrieving keys, access cards and garage door openers
  - Coordinating with Maintenance, Housekeeping, and Director of Operations on suite cleaning, painting and repairs to vacant suites
5. Liaise with family members of residents as required

*Community Relations:*

1. Organize and implement in-house events for residents (but may also involve community public)
2. Prepare promotional and marketing materials as required, and coordinate distribution of same to:
  - a. Raise awareness of Emmanuel Home and its programs
3. Liaise with community partners, local businesses and community stakeholders as necessary.
4. Prepare and distribute necessary material for semi-annual society meetings and members
  - a. Attend semi-annual society meetings and ensure setup is all in good order

**Hours of Work:**

Full time

**Core Competencies:**

- Demonstrates understanding of the aging process
- Ethics and Integrity
- Accountability and Dependability
- Business College Degree or equivalent in documented years of experience.
- Excellent communication and interpersonal skills.
- Ability to work independently and in a team setting
- Computer skills including knowledge of word, email, excel and other databases as required.
- Excellent organizational skills.
- Current CPR certificate.
- Ability to supervise staff.
- Successful references and Criminal Reference Check.

**Salary Range:**

- Competitive hourly wage commensurate with experience.
- **Start Date:** Immediate

**Closing Date:** Job posting will remain open until suitable candidate is found.

- **For more information or to apply** send resume with two references and cover letter to:  
Laura Pothoven, Director of Operations, [lpothoven@emmanuelhome.ca](mailto:lpothoven@emmanuelhome.ca)

*We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.*

