

Job Description: Resident Coordinator

Company:	J & E Homes
Department	Operations
Reports to	Resident Care Manager
Location	Ibadan, Nigeria
Employment Type	Full-Time

Role Purpose

The Resident Coordinator serves as the primary point of contact for prospective and incoming residents, guiding them through the emotional and practical journey of transitioning into the community.

As part of a growing organisation, the successful candidate must be comfortable taking initiative, managing multiple responsibilities and helping to establish effective systems and processes for residents' end-to-end experience..

Key Responsibilities

1. Resident Enquiries & Onboarding

- Act as a key advisor for prospective residents and families exploring later-living options, discussing lifestyle fit, providing information on accommodation, services, fees and admissions.
- Manage enquiries, follow-ups and track admissions.
- Arrange tours, assessments and introductory meetings.
- Coordinate admissions and ensure required identification, medical, consent, emergency contact and contractual documentation is completed.
- Liaise with the Resident Care Manager, other relevant internal teams and families to coordinate smooth admissions and move-ins.
- Prepare welcome packs and complete post-admission administrative follow-ups.

2. Resident & Family Relations

- Act as a point of contact for residents and families regarding general non-clinical matters.
- Coordinate communications regarding appointments, activities and relevant updates with assistance from the Receptionist.
- Record and appropriately escalate concerns, complaints and compliments.
- Support resident and family meetings, feedback and satisfaction initiatives.
- Provide a welcoming presence offering a familiar face, and helping residents integrate into their new community.

3. General Administration and Records

- Maintain accurate electronic and paper records, filing systems, databases and operational trackers.
- Prepare correspondence, reports, meeting documents and minutes.
- Maintain accurate resident records, including admission documents, contracts, identification, consent forms and emergency contacts.
- Maintain resident fee and payment records and assist with invoicing and payment administration.
- Support purchasing, procurement and supplier administration.
- Follow up outstanding financial documentation as required.

4. Operational Support

- Support the Resident Care Manager with the effective day-to-day operational running of the residence.
- Coordinate information across care, housekeeping, kitchen, maintenance and management teams for alignment and support of individual resident needs.
- Maintain maintenance and repair logs and coordinate suppliers and contractors where required.
- Support resident appointments, transport, activities, events and celebrations.
- Maintain facility budget alongside Resident Care Manager, supporting the Finance teams' efforts.

Person Specification

Essential

- Previous experience in hospitality, healthcare, customer service or a similar role.
- Good computer skills, including Microsoft Word, Excel, PowerPoint amongst others.
- Excellent verbal and written communication skills.
- Ability to maintain accurate records, whilst handling confidential and sensitive information appropriately.
- Ability to manage and prioritise multiple tasks in a busy environment, without compromising quality.
- Warm, patient and respectful approach when communicating with older people and their families.
- Able to work independently while also contributing effectively as part of a team.

Desirable

- Experience coordinating admissions or customer onboarding.
- Experience working with vulnerable people.
- Experience with CRM, healthcare or management systems.
- Basic understanding of healthcare or care terminology.

Key Skills & Attributes

The successful candidate should demonstrate:

- Professionalism
- Excellent customer service
- Discretion
- Reliability
- Cultural sensitivity
- Strong organisational and time-management skills.

Are you interested?

Send your CV and 1 Page Covering letter to careers@josephandestherhomes.com