



Learn how your organisation can raise the bar

Retirement Living Management Capability Model

Sales professionals and village managers play a crucial role in ensuring residents have an enjoyable, safe, and enriching experience while living in a retirement community.

The Retirement Living Management Capability Model helps you ensure your staff have the right attributes to be high-quality village sales professionals and village managers.

The Model identifies the attributes of high-quality village sale professionals and village managers.

This helps your organisation develop your existing staff to ensure they're up to the best standards. And helps you in hiring new staff in the future.

Residents at the Centre

Using a lens model approach, the customer/resident is placed at the centre of the Management Capability Model.

It demonstrates that decisions are being made through the lens of care and support for the customer/resident.

Why use the Model?



Residents/customer at the centre



High quality staff create high quality communities



Endorsed by industry leaders



Created using up-to-date, robust research

The seven Domains



How does the Model Work?

Residents are at the centre of the model.

Surrounding this, the model comprises seven "Domains". The term 'Domain' refers to an area over which there is a natural clustering of interrelated management activities organised around seven themes.

These Domains describe high-level abilities that will ensure competent managers can also demonstrate consistent sector-wide capability.

The Model represents the future of village and sales focus within the sector as described by seven Domains.

The seven Domains - represented in the blue/green diagram - are:

- Operations
- Governance and Compliance
- Self-Management
- Change and Innovation
- Community Engagement
- Population Wellness
- Sales Professionalism

Pick up the Management Capability Model Guide for a full description of each Domain, and ideas on how to implement the Model.

Learn more at
awisemove.com.au/industry