

# Sarina Rodgers

## Quality, Operations and Client Engagement

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## QUALIFICATIONS

**2015**

Manage people effectively,  
Australian Institute of  
Management (AIM)

**2015**

Cert IV Front-line  
management

**2016**

Future of Marketing for  
Aged Care, Aged and  
Community Services NSW

**2016**

Successful Sales in Aged  
Care, IPAC Training

**2018**

Diploma of Leadership and  
Management, OTEN / TAFE  
Digital NSW

Sarina Rodgers is an accomplished professional with over 15 years experience in the aged care and hospitality industries. She has expertise in operations and systems, ensuring resident satisfaction and establishing honest and open relationships with multiple stakeholders.

Sarina is highly versed in all aspects of residential services including occupancy, additional services, back of house operations and property management.

She brings with her a strong focus on quality, continuous improvement and client engagement through her established knowledge of systems, processes, operations and sales.

Sarina is a graduated academic who holds qualifications in Sales and Marketing, Leadership and Management.

## EXPERIENCE

**2021 -**

*Aged Care Leader - Quality, Operations and Client Engagement, Anchor Excellence*

Bespoke aged care management consulting. Administrator/Advisor services. Innovation and transformation. Executive coaching and speaking services. Our legacy is to improve your capability.

## EXPERIENCE CONTINUED

### 2018 - 2021

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#### *Residential Services & Relations Manager - Cranbrook Care*

Responsible for overseeing food services, client services, housekeeping and property, Sarina's role was to ensure that service levels were meeting the highest standards. Sarina leads staff on the delivery of excellent service and care as well as ensuring continuous improvement in all areas of care and service to enhance the consumer experience

### 2016 - 2018

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#### *Customer Relationship Manager - Cranbrook Care*

Sarina was responsible for assisting in the transition from home life to aged care. Her ability to smoothly transition consumers and their families was an important part of her role. Sarina provided an honest and clear representation of situations with all stakeholders to ensure good relationships with staff, consumers, management and the local community

### 2013 - 2016

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#### *Group Manager of Administration Services / EA to CEO - SummitCare*

Sarina was able to plan, direct and coordinate supportive services throughout the organisation. Her specific responsibilities were to liaise with external stakeholders, Project management and extensive diary, travel and event management skills, Professional preparation and collation of various reports.