

# Jodie Prosser

Executive Lead- Seniors and Retirement Living

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## QUALIFICATIONS

**1994**

Bachelor of Social Science  
(Community Development)

**2018**

Conflict Resolution

**2021**

Certificate of Contemporary  
Community Engagement

**2021**

Intentional Leadership  
Masterclass

**2022**

Psychological Safety

Jodie has provided National and International Retirement Living professional consulting services to Independent and Assisted Living villages over the last 15 years.

These services include a wide variety of corporate and not for profit sector operators boasting over \$1.5 billion of village assets, involving more than 70 villages nationally, including assisting over 30 new development village sites and Malaysia's first retirement village operators.

## EXPERIENCE

**2023 -**

### *Executive Lead- Seniors and Retirement Living*

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

**2008 - 2023**

### *Principle Consultant - Optimum Retirement Services*

As co-owner and Principle Consultant, Jodie's responsibilities included providing national and international Retirement Living professional consulting services to Independent and Assisted Living villages.

These services included a wide variety of corporate and not for profit sector operators boasting over \$1.5 billion of village assets, involving more than 70 villages nationally, including assisting over 30 new development village sites and Malaysia's first retirement village operators.

## EXPERIENCE CONTINUED

### 2018 - 2022

#### *Director of Leadership & Learning - DCM Institute*

In this role Jodie was responsible for the content design, development & delivery of over 50 key e-learning topics and quarterly workshop days in each state as well as the facilitation of online masterclasses and webinars. Further to this I was responsible for the design, development and delivery of the Village Summit conference delivered annually in each state specifically for front line and middle management village professionals.

### 2010 - 2015

#### *Co-owner and Trainer - Bloomers*

Jodie was responsible for the successful implementation and delivery of the Retirement Living Sectors First Specifically designed Sales Training Program known as Bloomers to over 400 industry professionals in both public and in-house programs, representing over 120 operators.

### 2000 - 2008

#### *Business Manager - Village Care*

Jodie's responsibilities focused on driving the organisations capability and capacity to provide customer focused, efficient and compliant services to its clients, residents, staff and villages. This included the provision of Corporate Services to over 40 villages across 4 states, 6000 residents and 160 staff.

These services included Human resource services and support such as recruitment, remuneration/benefit classifications, induction, training/development, resources development, workforce capability, legislative advice, performance management, coaching/mentoring, Work cover compliance and claims supervision, policy & procedure development, review and implementation and payroll support.

### 1996 - 2000

#### *Operations Manager / Team Leader - Westpac / EDS Services*

Jodie was responsible for the provision of call centre leadership and operational management to settlement related or retention service activities for Westpac clients. Resulting in the exceeding of annual targets of \$650million, 2 year running and a reduction of attrition of team members by 25%.

I managed multiple National relationships of internal and external stakeholders to identify new opportunities, campaigns and process improvements that would support client growth and value-add outcomes for Westpac.

## PROFESSIONAL RECOGNITION & MEMBERSHIPS

### MEMBER

Property Council - Retirement Living

### MEMBER

National Operations round table

### MEMBER

South Australian RL Committee

