


Sarina Rodgers

Quality, Operations and Client Engagement

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Qualifications

2018

Diploma of Leadership and Management, OTEN / TAFE

2016

Successful Sales in Aged Care, IPAC Training

2016

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

2015

Cert IV Front-line Management, OTEN

2015

Manage people effectively, Australian Institute of Management (AIM)

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 - Current

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.

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**Anchor
Excellence**

Experience

2018 - 2021

Residential Services and 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

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

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.