

Position Description

Private and Confidential

COMMUNITY CONNECT WORKER

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW], Nambucca Valley Phoenix, Open Arms Care [Mid North Coast NSW] and Leapfrog Ability [Hunter NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Community Connect Worker
Location:	Monto
Job Type:	Fixed term, full time
Reports to:	Coordinator, Community Services
Direct reports:	Nil

Service Description

The Aged and Regional Community Services (ARCS) team provide support to the frail aged, people with disabilities, people with dementia and their carers, and general community members. Programs currently delivered include a range of Aged Care services, Community Connect, Rural Youth, Mental Health and Centrelink services.

Key Position Responsibilities

The primary objective of this position is to facilitate community development activities, advocacy and collective solutions to address issues, needs and problems associated with domestic and family violence, recreational, health, housing, employment and other welfare matters within the community. This role acts as a source of information and advice to individuals and communities about the service and programs available to them to promote resilience.

Core responsibilities for this position include:

- Facilitate and foster the provision of information, advice, advocacy, support work and referrals accurately and aligned with best practice, ensuring legislative and regulatory processes are explained.
- Provide high quality services within LiveBetter's philosophies, policies, service agreements and funding allocations and guidelines.
- Proactively build and maintain positive and professional relationships with customers and service providers through collaboration, participation, respect that supports confidentiality and cultural sensitivity.
- Plan, develop and deliver a range of community programs and services to facilitate development initiatives and solutions.
- Enhance networks via appropriate methods of engagement within the community encouraging participation, education, awareness and understanding of social issues.
- Work collaboratively and effectively with community members, customers, families, carers, external service providers, stakeholders and internally with managers and other staff members, whilst ensuring best possible organisational outcomes and maintaining a positive working environment.
- Conduct risk assessments for program development, off-site activities and support.
- Complete program informational and performance reporting.
- Participate in training and professional development activities to maintain and develop competencies to ensure that service delivery is of high quality and consistent with contemporary evidence-based practice and organisational objectives.

Risk

All staff must be aware of operational and business risks. They should;

- Provide input into various risk management activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

Person Specification

- Knowledge of a large range of regional and remote community services, including understanding of issues and barriers facing remote and rural communities.
- Ability to problem solve and provide solutions, assess and develop support programs based on individual and community needs, and connect or provide referral pathways to other support services.
- Excellent communication skills capable of reaching a diverse audience, building rapport whilst being sensitive to individual needs, as well as ability write a case notes and reports.
- Excellent computer skills with the ability to navigate and utilise a variety of community and government service portals, as well as use LiveBetter internal software packages.
- Driver's licence.

Desirable

- Certificate or Diploma level qualification in Community Services or similar.
- Certification in 'accidental counselling' would be an advantage in this role.
- Previous experience within regional, remote or rural communities.

Other requirements

1. Pass a National Criminal History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position. Attendance at evening meetings and occasional weekend activities can be expected. Community work also requires extensive travel within local and regional communities.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			

Date Approved:			
Approved by HRM:	Nerissa Marat		
Version:	1	Document Name:	