

## Position Description

*Private and Confidential*

# CENTRELINK CUSTOMER SERVICE OFFICER

## 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

<b>Position title:</b>	<b>Centrelink Customer Service Officer</b>
<b>Location:</b>	Gin Gin
<b>Job Type:</b>	Fixed term – 30/06/2019 Part time (37.5 hours/fortnight)
<b>Reports to:</b>	Coordinator, Community Services
<b>Direct reports:</b>	Nil

## Service Description

The Aged and Regional Community Services (ARCS) team provide specialist consumer directed, multi-disciplinary aged, health, respite, case management and social supports to communities throughout regional and remote NSW and QLD. A team of dedicated staff provide services that are predominately community based and aim to support our customers to remain independent, support social inclusion and maintain a healthy home environment. Our fully trained and qualified team delivers services to a range of customers within the community including the frail aged, people transitioning from hospital and those living with a disability. ARCS services are delivered within a re-enablement and recovery framework, supporting customer choice and control, independence and promotes holistic care and support.

The Aged & Regional Community Services team form part of LiveBetter Community Services Department which is overseen by the General Manager of Community Services. LiveBetter Community Services also encompasses LiveBetter's Child & Family Services, Transport, Home Modifications and Building, Primary and Allied Health and Mental Health services.

## Key Position Responsibilities

The primary objective of this position is to provide referral and assistance for Department of Human Services (DHS) customers in regional and remote areas. Core responsibilities for this position include:

- Meeting and greeting all customers attending the Agent site, in accordance with the Process Map.
- Providing assistance and encouraging customers, in a culturally appropriate manner, to access and engage in the use of DHS digital and online services.
- Taking reasonable steps to ensure that DHS self service facilities on site are operational and accessible to the community.
- Using the Department's Silver Service to assist in the escalation of customer issues.
- Responding to enquiries about DHS payments and services by referring customers to the DHS website or phone services.
- Assisting customers by checking claim forms that cannot be lodged online and support them to lodge via the Document Lodgement Service.
- Assisting customers to become aware of their rights, obligations and complaint mechanism by providing prescribed material.
- Making available promotional material on DHS services.
- Refer customer to translating and interpreting services as appropriate.

## 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

### Background and Experience

LiveBetter are seeking candidates with a passion for teamwork who will contribute to a positive organisational culture and take a proactive approach to providing solutions with the customer as priority.

### Essential

- Enthusiasm for providing superior customer service, with sound interpersonal and communication skills.
- Sound level of computing skills in a variety of applications and online services.
- Ability to learn about and guide others in the use of Departmental digital services, as prescribed in documented process guides.
- Ability to apply culturally appropriate behaviours when dealing with customers.
- Current Australian Drivers Licence.

### Desirable

- Knowledge of services provided by the Department of Human Services and/or experience in the community services sector.

### Other requirements

1. Pass a National Criminal History Check, a pre-employment medical assessment (including drug and alcohol screening) and obtain a QLD Blue Card.
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.

## 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:			