



Position Description

Private and Confidential

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] and Translinc [Central West 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:	Customer Service Officer
Location:	Head Office – Orange
Job Type:	Casual
Reports to:	Customer Service Hub Manager
Direct reports:	NIL

Service Description

The primary objective of the Customer Service Officer is to provide the first point-of-contact for LiveBetter customers, prospective customers, service providers and community members. The Customer Service Hub (CSH) performs a vital role in supporting LiveBetter's program teams to deliver services to our customers in a professional manner and in ensuring customers enjoy the highest levels of customer service.

The CSH is part of LiveBetter's Corporate Services department, which provides support and assistance across the organisation through the provision of marketing and communication services, financial management, resource management, human resources management, information management, process management and administration coordination.

Key Position Responsibilities

The Customer Service Hub (formerly known as 'Community Link') provides information and support to people across a wide geographical area. Some key accountabilities of the role include:

- Provision of support to customers who attend LiveBetter Head Office, phone in and email seeking information, referral and support. This includes completing referrals on behalf of the customer (with consent) and linking them with appropriate services.
- Intake of referrals for LiveBetter programs, including completion of all required documentation, and statistical and narrative reporting.
- My Aged Care Portal monitoring and intake of referrals across a range of LiveBetter programs.
- Statistical reporting on service provision and customer demographics.
- Participating in promotion of LiveBetter at events, meetings and other promotional activities.

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

The Person

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.

Qualifications and relevant experience and training in the Community Services/Health/Welfare/Education and/or Administration fields are desirable, but not essential.

Essential

1. Ability to undertake complex telephone assessment, obtain accurate information and prioritise actions.
2. Enthusiasm for providing superior customer service, with strong interpersonal and communication skills.
3. High level computer skills, including the Microsoft Office suite of products and the ability to learn new systems when required.
4. Demonstrated ability to manage and prioritise workload in a constantly changing high-volume environment.
5. Demonstrated knowledge and understanding of the community sector, including the complex challenges faced by people with a disability, mental health condition and the aged.

Desirable

1. Previous experience working in a community service role.
2. Demonstrated experience in service coordination.
3. Experience with customer management and reporting systems.
4. Knowledge of issues for carers from Indigenous or culturally and linguistically diverse backgrounds.

Other requirements

- Pass a Criminal History Check & Working with Children Check
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

This position is remunerated under the *Social, Community, Home Care and Disability Services Industry Award 2010* at a pay point dependant of qualifications and experience.

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:			