



Position Description

Private and Confidential

Senior Support 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

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| Position title: | Senior Support Officer |
| Location: | Rockhampton |
| Job Type: | Permanent Full Time |
| Reports to: | Area Manager |
| Direct reports: | Support Officers, Receptionist/Administration |

Service Description

LiveBetter is an innovative community service organisation with the Community Services team providing specialist consumer directed, multi-disciplinary aged, mental health, respite and social supports to communities throughout regional and remote Queensland. LiveBetter operations encompass a variety of services including Disability Services delivered under NDIS within a re-enablement and recovery framework, supporting customer choice and control, independence and promote holistic care and support. Aged Care services including CHSP, HCP that aim to support our customers in Aged Care to remain independent, support social inclusion and maintain a healthy home environment. There is a diverse range of mental health and primary health and youth services including Lead Agency for the Headspace consortium in Rockhampton.

The Community Services Team also provide support and coordination services under the NDIS and through state-based funding in line with the Disability Services Act, Human Services Quality Standards, and all LiveBetter policies and procedures.

Key Position Responsibilities

The **Senior Support Officer** is required to coordinate the services for a range of our Aged, Health and Community Service Programs, in particular the Commonwealth Home Support Program. Under direction of the Area Manager, the role is responsible for overall service delivery of the relevant programs including intake, allocation, referral, compliance, administration and customer service.

The role will provide leadership to a team who are responsible for the coordination and provision of direct support to customers, ensuring high quality services, support and advice are delivered efficiently and effectively to safeguard the sustainability of the service and of LiveBetter operations.

Key accountabilities of the Support Officer include:

- Lead a team of staff, supporting the delivery, administration, intake and customer service of our Aged Care, Health and Community Services Programs.
- Ensure the team maintain customer management record systems including accurate data entry, finance payments and supporting appropriate record keeping processes, including ensuring the adequate allocation of staff resources to provide coverage of reception.
- Intake, referral and customer allocation to the relevant Coordinators and Support Officers.
- Work with the Area Manager and Support Officers to improve our service delivery and customer satisfaction by providing leadership and guidance with the administration, intake and other support functions as required.
- Management of individual customer budgets, ensuring required delivery of supports within budget.
- Development and management of services that provide meaningful and engaging experiences for our customers.

- Supporting, coaching and coordination of team members to assist them in providing high quality, customer centred care.
- Assisting customers to maintain their independence in a community setting through provision of high quality, customer centred support.
- Coordination of all program requirements within guidelines and budget, including customer assessments, completion of required documentation and coordination of customer services and reporting.
- Undertaking administrative functions as required, including the collection of accurate and timely data to support customer invoicing, rostering and reporting.
- Proactively building and maintaining positive and professional relationships with customers through collaboration, participation, respect whilst supporting confidentiality and cultural sensitivity.
- Managing a case load of customers and their packages, including facilitating case conferences and reviews internally and with key stakeholders to ensure customers receive the highest level of service.
- Managing and investigating any complaints received.
- Participating in an on-call roster to ensure that LiveBetter deliver effective service delivery at all times.
- Actively managing the performance of staff in your assigned team including individual performance development plans through regular supervision, professional development, succession planning and the facilitation of regular team meetings.
- Developing, motivating, leading and training staff, ensuring implementation of effective staff management and personnel practices.
- Preparation of comprehensive reporting for management and provision of information to facilitate the completion of internal and external reports as required.
- Management of allocated programs and services within an assigned budget, including management of staffing costs and overtime.
- Promote a culture of excellence and positivity that attracts and retains staff and customers.
- Provision of consultative and/or expert advice to staff to ensure programs meet set outcomes within legislative requirements, quality standards and policies and procedures.
- Participating in recruitment processes and provision of ongoing training to ensure a flexible, competent workforce that meets organisational requirements.
- Work with Rostering Team to provide information and ensure the roster meets all award and program requirements.
- Comply with LiveBetter policies, procedure and legislative requirements.
- Undertake duties as required by your supervisor (within scope of position).

The Person

Essential

- Qualifications in community services, management, business administration or equivalent relevant professional experience.
- Demonstrated knowledge of regional health, aged care and community services.
- Demonstrated high level understanding of the care needs of aged people (including people living with dementia), and people living with a disability (including understanding of the NDIS) who are living in the community.
- Sound problem solving skills with the proven ability to work independently in a fast-paced, high-pressure environment.
- Experience effectively leading a diverse team across a dispersed geographical area.
- Demonstrated ability to manage the development of individualised plans and programs that support customer centred approaches and goals within program guidelines and budget.
- High level verbal and written communication skills, including demonstrated experience producing complex data and narrative reporting.
- Demonstrated high level computer skills, including high level Microsoft excel and database skills.
- Current Class C Driver's Licence, willingness and ability to travel as required.
- Current Australian Driver's Licence.

Desirable

- Previous experience working in a health, community service organisation.
- Demonstrated knowledge and understanding of the community and health sector, including the complex challenges faced by people with a disability, mental health condition and the aged.

Other requirements

- Pass a Criminal History Check & Queensland Blue Card.
- 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.

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.

Remuneration

This position is classified as Level 4 under the Social, Community, Home Care and Disability Services Industry Award. Salary packaging opportunities are available.

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

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| Employee Name: | | Date: | |
| Signature: | | | |