

Position Description

Private and Confidential

Business Improvement 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:	Business Improvement Officer
Location:	Dubbo or Orange
Job Type:	Permanent Full Time
Reports to:	Team Leader Business Improvement
Direct reports:	Nil

Service Description

LiveBetter Business Support Unit is an operationally-focused team responsible for the delivery of business improvements and efficiencies across direct services. We continually assess the needs of operations to ensure our business support services delivered to the operations teams throughout the organisation, to ensure systems and practices are designed to achieve agreed service outcomes and promote the adoption of best practice standards security.

Key Position Responsibilities

The Business Improvement Officer is responsible for supporting the review of operational systems, processes and procedures across all of our frontline services to identify changes that lead to business improvements. The role will largely be responsible for the management of project documentation, workflows, written deliverables and implementation of business improvement initiatives. This position will have focus on technical writing and producing business process and procedures supporting operations with implementing and facilitating improvements and be able to use a variety of mediums to achieve outcomes.

The Business Improvement Officer will also have key responsibilities in the final stages of project implementation including the facilitation and delivery of training to staff across all levels within the organisation around operational systems, processes and procedures. The role also works as part of a team to design and oversee the implementation of changes or business improvements with a particular focus on financial and business performance.

Core responsibilities for this position include:

- Management of the project documentation and workflow - produce reports, plans, and all relevant project controls documents.
- Producing high quality business processes and procedures, user guides reference materials, and other supporting information for BI deliverables.
- Translating technical terminology and requirements into practical user guides and processes.
- Creating process maps and journey lines for projects and business improvements.
- Engaging and delivering training of BI processes and procedures to various audiences.
- Supporting in the design and testing of reporting and business improvement tools to be used across the operational services areas, including user acceptance testing.
- Supporting designing and implementing appropriate reporting capabilities for operational service areas
- Engaging with key stakeholders in defining problems, recommending solutions and implementing the required changes to drive business behaviours and outcomes
- Supporting the development, review and analysis of operational and organisational systems, workflows and procedures.
- Assisting in developing and implementing priorities that contribute towards improving the overall efficiency of operational service delivery.
- Manage updates and revisions of authored content.

- Operational content authoring, validation and support.
- Facilitation & generation of training manuals and user guides.
- Provision of consultative and/or expert advice to staff to ensure set outcomes are met within legislative requirements and policies and procedures.

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

- Qualifications or extensive experience in Business Improvement, Governance, Business Analysis, Project Management or Learning and Development.
- Experience in documentation generation & Knowledge Management article governance.
- Ability to communicate and translate complex changes and improvements and provide guidance and training around these.
- Demonstrated experience in project management.
- Proven experience in documenting end to end business improvement solutions.
- Demonstrated ability to capture and refining business process and procedures and translating into practical and user friendly training manuals and guidelines along with experience in operational content authoring, validation and support.
- Highly developed verbal and written communication skills, with the ability to negotiate and communicate with relevant internal and external stakeholders, both face-to-face and remotely.
- Sound level of technical knowledge/IT skills with the ability to interpret and develop solutions.
- Strong analytical and systematic thinking skills.
- Current driver's licence.

Desirable

- Experience within a service delivery operations environment (disability or community services).
- Strong knowledge of and experience in reporting applications including Power BI, SSRS and MS Excel.

Other requirements

1. Pass a National Criminal History 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.
4. Ability to travel to meet requirements of 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:			