

## Position Description

*Private and Confidential*

### Intake Officer (Carer Gateway)

## The Organisation

LiveBetter Community Services 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 disability, aged, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers, seeking to meet their needs and preferences. We also assist community members 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 in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is in excess of \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter has around 1,700 staff and 300 volunteers operating homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

LiveBetter is positioned as one of the largest regionally-based providers of community services in eastern Australia. LiveBetter remains 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>	Intake Officer (Carer Gateway)
<b>Location:</b>	Orange
<b>Job Type:</b>	Fixed Term Full Time or Fixed Term Part Time (30 June 2024)
<b>Reports to:</b>	Program Manager
<b>Direct reports:</b>	Nil

## Service Description

To improve support for carers, the government has undertaken research and engaged with stakeholders over four years to re-design services. This has resulted in the development of the Integrated Carer Support Service (ICSS) model. The ICSS introduces a range of tailored carer supports and services designed to reduce carer stress, increase resilience, and help carers plan for the future. The approach includes national and regionally based services. Under the ICSS a network of 16 Regional Delivery Partners (RDP) is being established across Australia to deliver localised and targeted support to carers.

At a national level, some services will be delivered centrally, and the system as a whole will be supported by national infrastructure and managed by the Australian Government. National services include:

- the Carer Gateway website
- phone counselling
- online self-guided coaching
- an online peer support community forum, and
- online skills courses.

At a regional level, Regional Delivery Partners will respond to the specific needs of their communities by providing:

- a centralised intake and registration process (in Region 3)
- carer support planning
- in-person peer support
- in-person counselling
- carer directed packages
- emergency respite care, and
- in-person carer coaching (to be added to the suite of services in late 2020)

The Region 3 RDP will cover a large part of regional NSW from the Queensland to Victorian and South Australian borders. The RDP will provide a centralised intake and registration for all carers in Region 3 based in Orange NSW. Carer assessment, planning, and implementation of services will be carried out by a diverse and mobile workforce located across Region 3. Specialised services will be provided by accredited counsellors, peer support workers and carer coaches (who are carers with lived experience) and will include both paid and volunteer workers. Following a successful competitive bid process, and in line with its commitment to deliver essential services to regional communities, LiveBetter entered into a contract with the Commonwealth Government to operate the RDP in Region 3 of NSW in conjunction with its consortium partners, The Benevolent Society and Mission Australia.

## Key Position Responsibilities

The Intake Officer fulfils a vital role within the RDP facilitating the initial intake and registration process of the Carers Gateway program for RDP3 while also raising the profile of carers in the community.

Some of the primary responsibilities include:

- Providing primarily phone-based direction and assistance to carers of people who are frail aged, have a disability or chronic illness, including mental illness through screening and assessing needs, prioritising and making appropriate referrals to other Carer Gateway supports including Carer Support Planners, In Person Peer support, Carer Coaches and in-house Counselling services.
- Providing direction for carers seeking access to external supports including My Aged Care, NDIS and the Carer Gateway as well as external service providers
- Providing intake and registration support for carers entering the Carer Gateway program
- Providing carer referrals to appropriate services in their community.
- Providing support in the development of an accurate, current and comprehensive map of services available to carers
- Engaging with the community care sector and the public to raise the profile of carers including representing carers, LiveBetter and its services at regional events and activities
- Completing all necessary administrative tasks associated with the program including accurate database entry.
- Actively participating in training and professional development

## 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 in Community Services/Health/Welfare/Education and/or Administration fields or a minimum of two years' experience in a related field.
- Experience in a telephone-based customer service environment.
- Proven problem-solving ability to identify issues, establish and implement appropriate solutions.
- Enthusiasm for providing superior customer service, with strong interpersonal and communication skills.
- High level computer skills, including the Microsoft Office suite of products and the ability to learn new systems when required.
- Demonstrated ability to manage and prioritise workload in a constantly changing environment.
- Demonstrated knowledge and understanding of the community care sector, including the complex challenges faced by carers of people with a disability, chronic illness, mental health condition and the aged.
- Ability to work both independently and as part of a team with a flexible and adaptable approach to working arrangements.
- Current drivers' licence and willingness to travel as required for the position.

## Desirable

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

**Other requirements**

- Pass a National Criminal History Check and a pre-employment medical assessment (including drug and alcohol screening)
- 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**

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:			