



## **Position Description**

*Private and Confidential*

**Dementia Care Specialist**

**NSW/QLD**

## 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>	<b>Dementia Care Specialist – NSW &amp; QLD</b>
<b>Location:</b>	<b>Orange</b>
<b>Job Type:</b>	<b>Permanent Part Time – 3 days per week</b>
<b>Reports to:</b>	<b>NSW Manager – Aged &amp; Community Services</b>
<b>Direct reports:</b>	<b>NIL</b>

## Service Description

The Aged & Community Services (ACS) 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. ACS services are delivered within a re-enablement and recovery framework, supporting customer choice and control, independence and promotes holistic care and support.

The Aged & Community Services team form part of LiveBetter Community Services Department which is overseen by the Head of Services – Aged & Communities. LiveBetter Community Services also encompasses LiveBetter’s Child & Youth Services, Transport, Home Modifications and Building, Primary and Allied Health and Mental Health services.

## Key Position Responsibilities

The primary function of the Dementia Care Specialist is to provide leadership to support all staff delivering services to customers living with dementia and their caregivers in the community, in centre and in their homes. The Community Care Dementia Specialist will provide support to customers living with dementia and their caregivers across all settings, ensuring high quality services, support and advice are delivered efficiently and effectively to safeguard the sustainability of the service and of LiveBetter operations.

The Community Care Dementia Specialist provides expertise across many funded and non-funded programs, as follows:

- Commonwealth Home Support Program
- Home Care Packages
- Dementia Respite Services
- Veterans Home Care
- Community Care Commercial – internal and external brokerages, fee for service
- NDIS in-home services

Some key accountabilities of the role include:

- Development and management of customer activities, including but not limited to centre-based and community access groups that provide meaningful and engaging experiences for our customers living with dementia.
- Supporting, coaching and coordination of team members to assist them in providing high quality, customer centred care to people living with dementia.

- Conduct assessments with customers living with dementia and their carers/givers to maintain their independence in a community setting through provision of high quality, customer centred support.
- Assist families, carers and staff of people living with dementia to understand causes of dementia and practical steps to assist in everyday life.
- Provide support to customers living with dementia and care givers who attend LiveBetter Offices, phone in and email seeking information, referral and support. This includes completing referrals on behalf of the client (with consent) and linking them with appropriate services.
- Participating in promotion of LiveBetter dementia care services at events, meetings, and other promotional activities.
- Undertaking administrative functions as required, including the collection of accurate and timely data to support customer invoicing, rostering and reporting.
- Compliance with LiveBetter policies, procedures, and legislative requirements.

## **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**

- Minimum Diploma level qualifications in community services or other relevant tertiary qualification, or equivalent relevant professional experience.

### **Essential**

- Demonstrated knowledge of regional health, aged care, community services and dementia care practices.
- Demonstrated high level understanding of the care needs of aged people particularly people living with dementia and their care givers in the community.
- Outgoing personality along with exceptional facilitation & interpersonal skills that will allow you to present to and engage an audience.
- Exceptional communication skills (both verbal and written) with the proven ability to communicate with a wide range of people, understand customer needs and handle different types of personalities.
- 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 large 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.
- Demonstrated high level computer skills, including high level Microsoft excel and database skills.
- Current Australian Drivers Licence, with willingness and ability to travel as required.

### **Desirable**

- Previous experience in a similar role.
- Knowledge of service/carer issues for people from Indigenous and cultural and linguistically diverse backgrounds.

### **Other requirements**

- Pass a Police Check and a pre-employment functional assessment, including a drug & 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

Appropriate remuneration as per the relevant Award, dependent on qualifications and experience. Salary packaging opportunities are available.

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

Employee Name:		Date:	
Signature:			