

## **Position Description**

*Private and Confidential*

**Aged & Community Services  
Support Officer**

## 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 people in regional 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>Aged &amp; Community Services Support Officer</b>
<b>Location:</b>	<b>Wagga Wagga</b>
<b>Job Type:</b>	<b>Permanent Full Time</b>
<b>Reports to:</b>	<b>Community Care Coordinator</b>
<b>Direct reports:</b>	<b>NIL</b>

## Service Description

The Aged and Community Services (ACS) team provide support to the frail aged, people with disabilities and mental health conditions, people with dementia and their carers. Programs currently delivered include Home Care Packages, ComPacks, Commonwealth Home Support Program, Community Options, Commonwealth Carer Respite Centre and Dementia Respite services. The ACS team have offices in Orange, Bathurst, Parkes, Dubbo, Broken Hill, Albury, Griffith, Bathurst and Wagga Wagga.

**LiveBetter Aged and Community Services** provide a range of funded programs including; Home Care Packages, Compacts, Case Management and Community Home Support Programs including Dementia Respite Services and Home & Community Care Services, Veterans Home Care Services and a range of brokered home care services across the Central West, Orana Far West and Riverina Murray regions

## Key Position Responsibilities

The **Support Officer** is required to support the delivery, compliance, administration, customer service for a range of our Community Service Programs - including but not limited to Home Care Packages, CHSP, DVA and ComPacks. The role provides support and assistance to the team through the provision of coordination of resources, information, processes and administrative support.

### Key accountabilities of the Aged and Community Services Support Officer include:

- Support the delivery, administration, intake and customer service of our Aged and Community Services Programs.
- Maintain customer management record systems including accurate data entry and supporting appropriate record keeping processes.
- Provide reports as required on program and service delivery.
- Work with the Community Services Coordinators and Case Managers to improve our service delivery and customer satisfaction by assisting with the administration, intake and other support functions required by the Coordinators and Case managers.
- Work with Rostering Team to provide information and ensure the roster meets all award and program requirements.
- Provide high levels of administrative and intake support, working across a range of clients to support their service delivery.
- Answer inbound and outbound phone enquires in a timely and efficient manner.
- Work within the Aged and Community Services Team across multiple programs to assist with increased performance as a whole.
- Comply with LiveBetter policies, procedure and legislative requirements.
- Undertake duties as required by your supervisor (within scope of position).

## The Person

### Essential

- Relevant experience, qualifications and training in any of the following fields – Community Services, Health, Welfare or Administration.
- Previous experience in role that required the provision of administrative or support functions.
- Demonstrated computer skills, including the Microsoft Office suite of products and the ability to use client management systems, data bases and rostering systems.
- Ability to work as part of a team, whilst enjoying a degree of responsibility in your role.
- Demonstrated experience delivering high level customer service (preferably within an aged or community services setting).
- Excellent written and verbal communication skills.
- The ability to apply a high level of attention to detail along with the willingness to learn.
- Sound ability to manage and prioritise workload in a constantly changing high volume environment.
- Current Australian Driver’s Licence.

### Desirable

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

### Other requirements

- Pass a Criminal History Check and pre-employment medical assessment including a drug and alcohol screening test.
- 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 remunerated under the Social, Community, Home Care and Disability Services Industry Award 2010 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:			