



## **Position Description**

*Private and Confidential*

### **Support Officer**

## The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady 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 more than \$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 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:** *We inspire possibility by giving people access to support in their chosen community*

**Our Mission:** *By connecting capable, passionate and caring locals with those who need support*

## 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>	Support Officer
<b>Location:</b>	Rockhampton
<b>Job Type:</b>	Permanent Full Time
<b>Reports to:</b>	Area Manager, Aged & Communities - Qld
<b>Direct reports:</b>	NIL

## Service Description

LiveBetter is an innovative community service organisation focused on the needs of the people of regional Queensland. LiveBetter provides a diverse range of community services across the regional QLD to help support our customers who live in rural and remote communities to live their best lives. LiveBetter's Queensland operations encompass a variety of services including Disability Services delivered under the NDIS, Aged services including CHSP, HCP and respite and diverse mental and primary health, youth services and Vocational and behavioural support services. LiveBetter is also the lead agency for the consortium of Headspace facility in Rockhampton.

The Community Services 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 that 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 and those living with a dementia. Services are delivered within a re-enablement and recovery framework, supporting customer choice and control, independence and promotes holistic care and support.

LiveBetter Community Services also encompasses LiveBetter's Child & Family Services, Transport, Home Modifications and Building, Primary and Allied Health and Mental Health services. Programs currently delivered in Queensland include a range of Aged Care services, Community Connect, Rural Youth, Mental Health and Centrelink services.

## Key Position Responsibilities

The **Support Officer** is required to support the delivery, compliance, administration, customer service for a range of our Aged, Health and Community Service Programs, in particular our Commonwealth Home Support Program. 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 Support Officer include:

- Support the delivery, administration, intake and customer service of our Aged Care, Health and Community Services Programs.
- Maintain customer management record systems including accurate data entry, finance payments and supporting appropriate record keeping processes.
- Coordination of all program requirements within guidelines and budget, including customer assessments, completion of require documentation and coordination of customer services and reporting.
- Provide reports as required on program and service delivery.
- Assisting customers to maintain their independence in a community setting through provision of high quality, customer centred support.

- Work with the Area Manager, Aged & Communities - QLD to improve our service delivery and customer satisfaction by assisting with the administration, intake and other support functions required by the Senior Support Officer.
- 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.
- Promote a culture of excellence and positivity that attracts and retains staff and customers.
- Work within the Aged Care, Health 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, Practice Management or Administration.
- Previous experience in role that required the provision of administrative, finance and support functions.
- Demonstrated computer skills, including the Microsoft Office suite of products and the ability to use client management systems, data bases and roosting 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, health 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.

### **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 Mandatory requirements**

- Obtain and pass a National Criminal History Check and Pre-Employment Medical Assessment, including drug and alcohol screening.
- Current Australian Driver's Licence.
- Obtain a Qld Blue Card & Yellow 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 3 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:*

Employee Name:		Date:	
Signature:			