



Position Description

Private and Confidential

Customer Service 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

Position title:	Customer Service Hub Officer
Location:	Orange Head Office
Job Type:	Permanent Full-Time
Reports to:	Customer Service Hub Manager
Direct reports:	Nil

Service Description

The Customer Service Hub performs a vital role in supporting LiveBetter's program teams to deliver services to our customers in a professional manner and in ensuring customers enjoy the highest levels of customer service. This role is the first point-of-contact for LiveBetter customers, prospective customers, service providers and community members.

The primary objective of the Customer Service Consultant is to demonstrate the LiveBetter Values on every customer call. This position requires the Consultant to listen, provide the customer with expert advice and servicing on all LiveBetter products and services. This position is a key team-member of the Customer Service Hub and the successful candidate will be a strong supportive team player

Key Position Responsibilities

The Customer Service Hub provides information and support to people across a wide geographical area. Some key accountabilities of the role include:

- Delivering Extraordinary Customer Care to all LiveBetter Existing / NEW Customers and all callers
- Provide support to customers who 'walk-in' to the LiveBetter Office, phone in (1800 580 580) and email seeking information, referral and support.
- Completing referrals on behalf of the customer (with consent) and linking them with appropriate services.
- Intake of referrals for LiveBetter programs, including completion of all required documentation, and statistical and narrative reporting.
- My Aged Care Portal monitoring and intake of referrals across a range of LiveBetter programs.
- Statistical reporting on service provision and customer demographics.
- Participating in promotion of LiveBetter at events, meetings and other promotional activities.

Staff

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

LiveBetter are seeking candidates with a passion to serve, a passion for the customer, and those who thrive on teamwork. The successful candidate should contribute to a positive organisational culture and take a proactive approach to providing solutions with the customer as priority.

You should be able to:

- Demonstrate Personal Excellence
- Have a passion to serve
- Ability to concentrate
- Build relationships effectively
- Ability to demonstrate empathy and patience
- Able to multi-task
- Display Effective Communication
- Creatively solve problems
- Exceptional listening skills
- Highly resilient

Essential

- Ability to undertake complex telephone assessment, obtain accurate information and prioritise actions.
- Enthusiasm for providing extraordinary Customer Care, with strong interpersonal and communication skills.
- High level computer skills, including deep understanding of Microsoft Office suite of products
- Ability to learn and adapt to new systems as and when required.
- Demonstrated ability to manage and prioritise workload in a constantly changing high-volume environment.
- Demonstrated knowledge and understanding of the community sector, including the complex challenges faced by people with a disability, mental health condition and the aged.

Desirable

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

Other requirements

- Obtain and pass a National Criminal History Check and Pre-Employment Medical Assessment, including drug and alcohol screening.
- Current Australian Driver's Licence.
- 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

This position is remunerated under the *Social, Community, Home Care and Disability Services Industry Award 2010* at a pay point 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:			