



*livin' well*

**RE: POSITION VACANT  
CLIENT EXPERIENCE OFFICER  
PERMANENT FULL TIME**

Thank you for your expression of interest in the role of Client Experience Officer with our organisation. This role is focused on providing a quality client experience journey for our clients so they receive the support they need to remain living happily in their home and community for the fullness of their life, as well as operational support to the organisation.

Liberty Community Connect supports people on the Gold Coast by providing a vast array of services to more than 500 clients/participants ~ the elderly and adults who live with a disability. We are proudly an independent 'boutique' service provider making a positive difference, promoting client independence, providing quality care and flexible services that respect the individual. Please refer to our website [www.libertycommunity.org.au](http://www.libertycommunity.org.au) for more information on *Us*.

Applications can be submitted via the "Apply Now" link on the job advertisement website. Alternatively, enquiries and applications can be forwarded to [ruth@libertycommunity.org.au](mailto:ruth@libertycommunity.org.au). When submitting your application please include your current Resume and a cover letter highlighting how your skills and experience align with the duties of the Position, and the position you are applying for.

Applications will close once a suitable candidate is found.

Good luck on your application!

Yours sincerely,

Ruth Clark  
Chief Executive Officer

## CLIENT EXPERIENCE OFFICER

### PRIMARY ROLE AND PURPOSE

The role is responsible for a wide range of administrative and operational duties associated with the day to day provision of home and community care services and the delivery of a high quality client experience journey. These duties will complement Liberty’s approach that offer choice and flexibility ensuring that individual needs and goals are met with a vision of health and wellness.

### KEY SELECTION CRITERIA

#### Essential

- All requirements as outlined under Qualifications and Experience, and Conditions of Employment (verification required), and
- Demonstrated knowledge, skills and abilities as outlined in Key Accountabilities and Duties.

#### Desirable

- Experience working in the aged, disability or community care sector
- Knowledge of the client management system Alayacare
- Knowledge of Myob Accounting Software
- Knowledge of Elmo Human Resources Information Software
- Experience in payroll, accounts payable, accounts receivable
- Driver’s license in the state of residency and an excellent driving record
- Reliable registered/comprehensively insured vehicle to be available for the occasional work purposes

#### Personal Attributes & Qualities

- Strong work ethics and adaptability
- Solution focused
- Attention to detail
- Professional presentation
- Positive and professional attitude
- Client and community focus, and
- Works effectively in a team.

## POSITION DESCRIPTION

Position title	Client Experience Officer		
Classification	Liberty Community Connect EA 2017 Schedule B – Level 2	Last reviewed	May 2024
Tenure	Permanent Full Time	Location	Gold Coast
Supervisor	Team Leader - Operations	Manager	General Manager – Finance & Operations
Authorised by	CEO		

### 1. QUALIFICATIONS AND EXPERIENCE

- 1.1. Relevant certificate/qualifications in administration and/or demonstrated equivalent experience, and
- 1.2. Proficient in office computing skills – including Microsoft Office suite and/or the ability to quickly learn software programs that meet the needs of Liberty. Skills in Alayacare, MYOB accounting software and/or Elmo HRIS desirable.

### 2. CONDITIONS OF EMPLOYMENT

- 2.1. NDIS Worker Clearance (obtained prior to commencement in role at employee’s own cost)
- 2.2. Vaccinations as directed/mandated by Public Health Authorities/Government.

### 3. HOURS OF EMPLOYMENT

- 3.1. Full Time ~ 76 hours per fortnight flexible to meet the needs of Liberty and within the requirements of the Liberty Community Connect Enterprise Agreement -2017).

### 4. KEY ACCOUNTABILITIES AND DUTIES

#### 4.1. Duties / Skills

- 4.1.1. Provide a high quality client experience by providing effective and efficient administrative support and management of the day to day operational matters including
  - 4.1.1.1. responding to referral and client services enquiries
  - 4.1.1.2. completion of client assessment, intake, discharge and annual reviews
  - 4.1.1.3. implementation and ongoing monitoring of coordinated service delivery
  - 4.1.1.4. client file preparation, provision of forms, documents and correspondence
  - 4.1.1.5. arranging for provision of external goods and services to meet client needs
- 4.1.2. Assist with scheduling of services and liaising with clients and staff regarding services and rosters,
- 4.1.3. Verifying services took place in line with schedules,
- 4.1.4. Assist with reception, incoming and outgoing phone calls, collection of fees, and responding to client and other stakeholder enquiries,
- 4.1.5. Act as Communications Officer in the event of an evacuation as required (when on reception)
- 4.1.6. Assisting with banking and mail tasks
- 4.1.7. Other administrative tasks to support client service needs and the operations of the

organisation

- 4.1.8. Provide relief support to Finance and Operations Officer with financial tasks, if and as required, to support client service requirements and the operations of the organisation, e.g. payroll, accounts payable, accounts receivable, attend to fee enquiries
- 4.1.9. Demonstrate organisational skills, initiative, solution focused attitude, flexibility to accommodate change and the capacity to deal with multiple and often conflicting priorities
- 4.1.10. Demonstrate high standard of proficiency in the use of office equipment, typing, literacy and numeracy, and
- 4.1.11. Demonstrate ongoing high level of skills in
  - customer service
  - problem solving, negotiation and decision making
  - administrative, clerical, time management and organisation, and
  - working autonomously and/or as an effective part of a team in an open office environment.

#### 4.2. **Section 2 – Client Relations**

- 4.2.1. Utilise every opportunity to promote each client’s highest level of involvement in daily activities;
- 4.2.2. Establish and maintain a professional relationship with clients;
- 4.2.3. Demonstrate commitment to ensuring clients are an active participant, rather than a passive recipient of services;
- 4.2.4. Respect clients and carers rights to privacy, confidentiality and individuality and ensure these rights are followed in line with organisational requirements; and
- 4.2.5. Be client focused, with a good understanding of the role and responsibilities in meeting the needs of clients and their carers in delivering services, support, opportunities and choice.

#### 4.3. **Section 3 – Communication**

- 4.3.1. Liaise effectively with clients, carers, volunteers, staff, management, and all contacts of Liberty;
- 4.3.2. High level of demonstrated communication skills – both written and oral; and
- 4.3.3. Constructively manage and resolve conflict.

#### 4.4. **Organisational Requirements**

- 4.4.1. Report firstly to the Team Leader – Operations and then to General Manager – Finance and Operations;
- 4.4.2. Adhere to the Mission, Vision and Values of Liberty Community Connect and its policies, procedures, operational processes, position description, Code of Conduct/Confidentiality Agreement, Dress Code and Enterprise Agreement;
- 4.4.3. Demonstrated understanding of the purpose and standard of services delivered by Liberty;
- 4.4.4. Ensure quality service provision, actively participating in the continuous quality improvement process;
- 4.4.5. Complete all forms, records and documentation in a timely and effective manner;
- 4.4.6. Act promptly on any, accidents, problems with service delivery, or changes in client/carer health or circumstances, reporting as necessary to the Team leader or Manager;
- 4.4.7. Obtain emergency help or administer first aid when required;

- 4.4.8. As appropriate, promote the services of Liberty;
- 4.4.9. Attend and contribute to meetings and training as required; and
- 4.4.10. Abide by:
  - WH&S procedures and exercise appropriate duty of care to ensure a safe working environment and the safe operation of equipment is maintained,
  - Fire safety, evacuation, manual handling techniques and other emergency procedures, and
  - Infection control, food safety, safe food handling and hygiene practices; and
- 4.4.11. Other duties as directed.

## OUR WELLBEING EXPERIENCE

The Liberty Experience is our unique point of difference in the world and it forms the basis for the strategic direction for all future Liberty messages. Our brand essence centres on the six aspects that make up the Liberty Well-Being Experience. This is defined in the following statements.

- CONNECTION - Recognising that people need people. Wellbeing is enhanced through strong relationships. Connection is about being treated fairly, being involved in the community and belonging.
- INDIVIDUALITY - Recognising and celebrating our differences. It is about feeling good about yourself and what makes you unique and finding your place. Liberty is passionate about adjusting services based on the individual needs of our clients and ensuring that all people have found their place.
- VIBRANCY - The Liberty wellbeing experience is about “Lovin Life”. When we are enjoying life, we begin to engage completely in the present moment. It is about having energy and vitality, and getting the most out of your experiences.
- ACCOMPLISHMENT - Feeling a sense of accomplishment and being able to use your abilities. It is about the freedom to decide what you will do and how you will live your life.
- PURPOSE - Being involved in something bigger than ourselves. It is about looking at what you do and realising you are valuable and what you are doing is worthwhile. Liberty recognises the importance of being meaningfully involved in the community.
- SATISFACTION - The Liberty wellbeing experience is about freedom to explore possibilities that are important to you.

## ACKNOWLEDGEMENT by EMPLOYEE / WITNESSED

I understand and accept the role, responsibilities, and duties of the position:

\_\_\_\_\_  
Signed by Employee

\_\_\_\_\_  
Signed by Witness

\_\_\_\_\_  
Name :

\_\_\_\_\_  
Name :

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Date