



*livin' well*

**RE: POSITION VACANT  
FINANCE AND OPERATIONS OFFICER  
PERMANENT FULL TIME**

Thank you for your expression of interest in the role of Finance and Operations Officer with our organisation. This role is focused on providing operational and finance support to Liberty so that our clients receive the support they need to remain living happily in their home and community for the fullness of their life.

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

Liberty Community Connect Inc.

31 Martin Street, Nerang QLD 4211 | PO Box 446, Nerang QLD 4211  
T: (07) 5578 1668 | E: [info@libertycommunity.org.au](mailto:info@libertycommunity.org.au) | W: [libertycommunity.org.au](http://libertycommunity.org.au)  
Supported by the Australian Government Department of Health

---

## FINANCE AND OPERATIONS OFFICER

### PRIMARY ROLE and PURPOSE

The role is responsible for a wide range of duties associated with the day to day operations of the organisation including tasks associated with:

- Payroll,
- Billing/Accounts Receivable
- Accounts Payable
- Human Resourcing
- Continuous improvement of procedures and processes
- Other responsibilities to support the organisation

These duties will complement Liberty's approach that client services and support will offer choice and flexibility ensuring that individual needs and goals are met with a vision of health and wellness.

### KEY SELECTION CRITERIA

#### Essential

As per the Position Description –

- 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.
- Ability to communicate with people of all ages and abilities,
- A team player and proactive.

#### Desirable

- Experience working in the aged, disability or community care sector
- Knowledge of the client management system, Alayacare
- Knowledge of human resource information system, Elmo
- 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 and accuracy
- Professional presentation
- Positive and professional attitude
- Client and community focus, and
- Works effectively in a team.

### DIVERSITY STATEMENT

Liberty Community Connect embraces and values all people and our vision of inclusiveness extends to staff, clients, and community.

## POSITION DESCRIPTION

Position title	Finance and Operations Officer	Created	May 2023
Classification	Liberty Community Connect EA 2017 Schedule B –Level 3	Last reviewed	February 2025
Tenure	Permanent Full Time	Location	Nerang Office
Supervisor	General Manager		
Authorised by	Chief Executive Officer		

### 1. QUALIFICATIONS and EXPERIENCE

- 1.1. Demonstrated relevant experience and/or certificates/qualifications in finance, human resources, or administration;
- 1.2. High level of skill and proficiency in Myob Accounting software;
- 1.3. High level of skill and proficiency in in Microsoft Office Suite and Alayacare and/or the ability to quickly learn software programs that meet the needs of Liberty;
- 1.4. High level of attention to detail and accuracy;
- 1.5. Experience communicating effectively with team members, clients, and other stakeholders;
- 1.6. Experience in approaching responsibilities with a problem solving and continuous improvement approach; and
- 1.7. Experience in being flexible and adaptable to manage multiple priorities.

### 2. CONDITIONS of EMPLOYMENT

- 2.1. NDIS Workers Clearance;
- 2.2. Drivers Licence in state of residency;
- 2.3. Skills, knowledge, and physical capacity to carry out the role;
- 2.4. Vaccinations as directed/mandated by Public Health Authorities/Government.

### 3. HOURS of EMPLOYMENT

- 3.1. 38 scheduled hours per week, within the core hours of the organisation, which are currently Monday to Friday between the hours of 8:00am-4:30pm (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. Section 1 – Duties / Skills

- 4.1.1. Provide financial, human resourcing and operational support by performing a diverse range of duties under the direction of the Chief Executive Officer, General Manager and/or Accountant including the following.

#### FINANCIAL

- 4.1.2. Timely and accurate processing of fortnightly payroll, leave accruals and other entitlements in accordance with Liberty Community Connect Enterprise Agreement – 2017;
- 4.1.3. Completion of associated payroll tasks, including superannuation, long service leave wage subsidies, and workers compensation;
- 4.1.4. Client billing processes, including client contributions, NDIS invoices and home care package processes
- 4.1.5. Accounts Payable and Accounts receivable and associated tasks;
- 4.1.6. Entering bank transactions;

- 4.1.7. Following up outstanding/failed payments;
- 4.1.8. Arranging refunds due to clients/stakeholders;
- 4.1.9. Assist with preparation of claims, reports and/or other data for services to funding bodies and other stakeholders;
- 4.1.10. Reconciliations and other end of month processes;
- 4.1.11. Assist with Annual General Meeting/Incorporation requirements, including preparation for financial audit; and
- 4.1.12. Other reasonable duties to support the organisation's external Accountant.

#### HUMAN RESOURCING

- 4.1.13. Onboarding processes for new staff;
- 4.1.14. Monitoring, calculating and implementing wage increases;
- 4.1.15. Monitoring staff and operational compliance and communicating with staff, volunteers and others to ensure qualifications and compliance items remain current;
- 4.1.16. Maintaining knowledge of Liberty's Enterprise Agreement, or other relevant Awards.

#### OPERATIONAL

- 4.1.17. Administration duties to support the day to day operation of the organisation, including correspondence, preparation of reports, and assisting with preparations for training and other events;
- 4.1.18. Providing support with incoming phone calls, client enquiries, and reception duties when necessary;
- 4.1.19. Supporting and encouraging other Team Leaders/Level 3 (Administration) positions and collaborating together to identify solutions and continuous improvement;
- 4.1.20. Collaborating with and provide support to the Senior Leadership Team, including assistance with the implementation and delivery of organisational projects;
- 4.1.21. Providing relief support to Team Leaders/Level 3 positions or Client Experience Officers in times of absence or unexpected events as required;
- 4.1.22. Acting as warden in the event of an evacuation; and
- 4.1.23. Other reasonable duties as directed by the Chief Executive Officer, General Manager and/or Accountant.

#### 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 and/or carers;
- 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. Section 4 – Organisational Requirements

- 4.5. Report to and accept direction from the Senior Leadership Team and/or Accountant;
- 4.6. 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;
- 4.7. Demonstrated understanding of the purpose and standard of services delivered by Liberty;
- 4.8. Ensure quality service provision, actively participating in the continuous quality improvement process;
- 4.9. Complete all forms, records and documentation in a timely and effective manner;
- 4.10. Act promptly on any, accidents, problems with service delivery, or changes in client/carer health or circumstances, reporting as necessary to the General Manager and/or Chief Executive Officer;

- 4.11. Obtain emergency help or administer first aid when required;
- 4.12. As appropriate, promote the services of Liberty;
- 4.13. Attend and contribute to meetings and training as required; and
- 4.14. Abide by:
  - 4.14.1. WH&S procedures and exercise appropriate duty of care to ensure a safe working environment is maintained,
  - 4.14.2. Fire safety, evacuation, manual handling techniques and other emergency procedures, and
  - 4.14.3. Infection control, food safety, safe food handling and hygiene practices; and
- 4.15. 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 Finance and Operations Officer

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

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

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

\_\_\_\_\_  
Date