



livin' well

**RE: POSITION VACANT
TEAM LEADER – SERVICE SUPPORT
PERMANENT FULL TIME**

Thank you for your expression of interest in the role of Team Leader – Service Support with our organisation. This role is primarily focused on supporting Liberty's Service Manager with the day to day coordination and administration of client service needs including a high level of interaction with clients and staff 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 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 rowena@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

TEAM LEADER – SERVICE SUPPORT

PRIMARY ROLE AND PURPOSE

The role primarily supports the Services Manager by providing a wide range of administrative and other duties to ensure the delivery of support services for people who are elderly and/or adults with varying abilities. Tasks include:

- Day to day operational matters relating to client assessment, care planning and service delivery, and client/carer enquiries
- Arranging and actioning specialist recommendations including investigating and procuring goods and services to meet client needs
- Assisting with focused support, nurturing and development of Lifestyle Support Workers and Domestic Team members across all service divisions (ie. individual support, group programs, home maintenance)

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

- All requirements as outlined under Qualifications and Experience, and Conditions of Employment (verification required),
- 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, proactive and motivated to support people to be socially connected.

Desirable

- Good knowledge of the Gold Coast region,
- Knowledge of the client management system Alayacare ,
- Reliable registered/comprehensively insured vehicle to be available for occasional work purposes

Personal Attributes & Qualities

- Servant Leadership
- 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.

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	Team Leader – Service Support		
Classification	Liberty Community Connect EA 2017 Schedule B – Level 3	Last reviewed	February 2025
Tenure	Permanent Full Time	Location	Onsite – Nerang, Gold Coast
Supervisor	Services Manager	Manager	General Manager
Authorised by	CEO		

1. QUALIFICATIONS AND EXPERIENCE

- 1.1. Relevant qualifications and/or experience in aged, disability, and/or administration and operational tasks;
- 1.2. High level of computing skills – including Microsoft Office suite and the ability to quickly learn software programs that meet the needs of Liberty;
- 1.3. Experience communicating effectively with team members, clients, and other stakeholders;
- 1.4. Experience in approaching responsibilities with a problem solving and continuous improvement approach; and
- 1.5. Experience in being flexible and adaptable to manage multiple priorities.

2. CONDITIONS OF EMPLOYMENT

- 2.1. NDIS Worker Clearance (obtained prior to commencement in role at employee’s own cost);
- 2.2. Driver’s Licence in the state of residency;
- 2.3. First Aid and CPR;
- 2.4. Smart phone compatible with Liberty’s rostering software;
- 2.5. Skills, knowledge, and physical capacity to carry out the role;
- 2.6. Any 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. Perform a diverse range of administrative and operational tasks to support and assist the Services Manager with clients receiving various government funded services or fee-for-service clients including:
 - 4.1.1.1. managing the day-to-day operational matters relating to client services, including maintaining client information, care plans, budgets, scheduling, and service/brokerage agreements;
 - 4.1.1.2. reviewing and responding to staff identified changes in client needs including ensuring client records accurately reflect the actions taken and outcomes achieved;
 - 4.1.1.3. consulting with clients/carers to assess and plan for their support needs including arranging for external assessments, actioning Services Manager’s requests and specialist recommendations, and investigating and procuring good and services within the boundaries of approved recommendations, budgets and Liberty’s Delegation Schedule;
 - 4.1.1.4. ensuring procurement of external goods and services are actioned and received, and invoices for those goods and services are received and paid, all in a timely manner;
 - 4.1.1.5. reviewing client statements and invoices to ensure accuracy and respond to related enquiries;

- 4.1.1.6. monitoring and following up on completion of tasks assigned to the Client Experience Team;
- 4.1.1.7. attending the homes of clients/carers to explain and arrange execution documentation;
- 4.1.1.8. providing focused guidance, support, nurturing, and development of Support Workers across all Liberty service divisions (e.g. Support at Home, Community Connections, Home Maintenance) including contributing to, facilitating and leading Team Meetings;
- 4.1.2. Supporting and encouraging other Team Leaders/Level 3 (Administration) positions and collaborating together to identify solutions and continuous improvement;
- 4.1.3. Collaborating with and provide support to the Senior Leadership Team, including assistance with the implementation and delivery of organisational projects;
- 4.1.4. Providing relief support to Team Leaders/Level 3 positions, Client Experience Officers, and Services Manager in times of absence or unexpected events as required.
- 4.1.5. Actioning referrals, intake, discharge, annual reviews and associated processes;
- 4.1.6. Accurately maintaining client records electronically, provision of forms, documents and correspondence;
- 4.1.7. Monitoring reports to ensure service and visit data have been accurately entered for reporting to Government Departments and lodgment of data.
- 4.1.8. Assisting with compliance items relating to Aged Care and NDIS obligations
- 4.1.9. Preparing and contributing to promotional material and distribution;
- 4.1.10. Assisting with transport of clients if required;
- 4.1.11. Providing guidance and computer assistance to staff as required;
- 4.1.12. Minute taking of staff Minutes as required;
- 4.1.13. Assisting with preparing and planning of training, events, and other activities;
- 4.1.14. Other administrative tasks to support client service needs and the operations of the organisation including assisting with incoming and outgoing phone calls, and respond to client and other stakeholder enquiries,
- 4.1.15. Demonstrating organisational skills, initiative, a solution focused attitude, flexibility to accommodate change and the capacity to deal with multiple and often conflicting priorities;
- 4.1.16. Demonstrate high standard of proficiency in the use of office equipment, typing, literacy and numeracy; and
- 4.1.17. Demonstrate ongoing high level of skills in
 - 4.1.17.1. customer service
 - 4.1.17.2. problem solving, negotiation and decision making
 - 4.1.17.3. administration and time management, and
 - 4.1.17.4. working autonomously and/or as an effective part of a team.
- 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 Services Manager and then to General Manager;
 - 4.4.2. Act as a in the event of an evacuation
 - 4.4.3. 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;

- 4.4.4. Demonstrated understanding of the purpose and standard of services delivered by Liberty;
- 4.4.5. Ensure quality service provision, actively participating in the continuous quality improvement process;
- 4.4.6. Complete all forms, records and documentation in a timely and effective manner;
- 4.4.7. 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;
- 4.4.8. Obtain emergency help or administer first aid when required;
- 4.4.9. As appropriate, promote the services of Liberty;
- 4.4.10. Attend and contribute to meetings and training as required; and
- 4.4.11. 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
- 4.4.12. 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 :

Date