



livin' well

1 September 2021

**RE: POSITION VACANT  
CLIENT SERVICES OFFICER - SCHEDULING**

Thank you for your expression of interest in the position of Client Services Officer - Scheduling recently advertised. We are very excited to have the opportunity of inviting new players onto our team. In submitting your application, please provide:

- A cover letter,
- A current Resume, and
- Contact details for two professional referees.

Please ensure the cover letter highlights how your skills and experience align with the duties set out in the attached Position Description.

Liberty Community Connect supports people to live a life of their choice, providing a vast array of services to more than 600 clients/participants ~ the elderly and adults who live with a disability ~ throughout the Gold Coast region. 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 are to be forwarded to [rowena@libertycommunity.org.au](mailto:rowena@libertycommunity.org.au) by 9:00 am, Thursday, 30 September 2021. Please note that applications may close earlier if a suitable candidate is found.

Good luck on your application!

Yours sincerely,

Jo Todoruk  
General Manager

## CLIENT SERVICES OFFICER - SCHEDULING

### PRIMARY ROLE AND PURPOSE

**“For people to be empowered to live a life of their choice”**

The Client Services Officer role in general is responsible for assisting the Services/Client Supervisors with the co-ordination of home and community service delivery to our clients. The duties of the role are many and varied, with each officer predominantly focused on a specific client services task within their skillset and area of interest, whilst also being capable of performing all tasks allocated to the team.

The Client Services Officer – Scheduling role consists primarily of scheduling home support workers to provide regular services to our clients located throughout the central Gold Coast area and assisting with client assessment, intake and review.

The performance of duties in this role reflect 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.

#### Desirable

- Experience in a client service or administration role in aged, disability or community care.
- Sound knowledge of the Gold Coast region and the local community services sector.

#### Personal Attributes & Qualities

- Strong work ethics.
- Professional presentation.
- Positive and professional attitude.
- Client and community focus.
- Works effectively in a team.

## POSITION DESCRIPTION

Position title	Client Services Officer – Scheduling	Created	January 2019
Classification	Liberty Community Connect EA 2017 Schedule B – Level 2	Last reviewed	June 2021
Tenure	Permanent – 38 hours	Location	Nerang Office
Supervisor	Services/Client Supervisor	Manager	Operations Manager
Authorised by			
	Operations Manager (signed)		

### QUALIFICATIONS AND EXPERIENCE

- Relevant certificate/qualifications in administration and/or demonstrated equivalent experience.
- Proficient in office computing skills – including Microsoft Office suite, MS365 Online, Staff scheduling/rostering software systems (e.g. PROCURA) and/or the ability to quickly learn software programs that meet the needs of Liberty.
- Demonstrated high level of attention to detail and discretion when handling sensitive information.

### CONDITIONS OF EMPLOYMENT

- National Police Check Certificate Issued after July 2018.
- Holder of or eligibility to obtain NDIS worker clearance. N.B. Yellow Card with expiry date prior to December 2013 meets this requirement.

### HOURS OF EMPLOYMENT

- Full-time – Monday to Friday 7:30 – 3:30

## KEY ACCOUNTABILITIES AND DUTIES

### Duties / Skills

- Monitor and maintain schedules for the Liberty service delivery teams ensuring that services are scheduled and provided with consideration to client needs, travel time, kilometers, funded outputs, budget constraints etc and build on clients strengths, capacity and goals to enable them to remain safely in their home.
- Procura functionality with scheduling, data/statistic entry and reporting.
- Enter statistics daily.
- Enter data, prepare reports as required ensuring accurate reflection of outcomes achieved.
- Incoming and outgoing phone calls.
- Addressing client/staff day to day queries/concerns.
- Completion of documents required for relevant reports.
- Networking as required/requested.
- Assist with the implementation and ongoing monitoring of Packaged service delivery in consideration of clients budget restraints.
- Update and maintain relevant registers such as
  - absenteeism
  - referral, compliments, complaints and/or home maintenance, and
  - client discharge list
- Undertake appropriate duties of the Client Services Officer/s Admin and/or Intake, Administration Assistant, and/or Receptionist during periods of leave
- Demonstrated organisational skills, initiative, solution focused attitude, flexibility to accommodate change and the capacity to deal with multiple and often conflicting priorities
- Demonstrated high standard of proficiency in the use of office equipment, typing, literacy and numeracy, and
- Demonstrated 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.

### **Client Relations**

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

### **Communication**

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

### **Organisational Requirements**

- Report to and accept direction from the Services/Client Supervisor/s.
- 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.
- Demonstrated understanding of the purpose and standard of services delivered by Liberty.
- Actively participate in the continuous quality improvement process.
- Complete all forms, records and documentation in a timely and effective manner.
- Report promptly to the Services/Client Supervisor/s on any incidents, accidents, problems within the organisation.
- As appropriate, promote the services of Liberty.
- Attend and contribute to meetings and training as required.
- Abide by:
  - WH&S procedures and exercise appropriate duty of care to ensure a safe working environment is maintained

- fire safety, evacuation, manual handling techniques and other emergency procedures
- infection control, food safety, safe food handling and hygiene practices
- Other duties as directed by the Services Supervisor/s, Operations and/or General Manager.

### **ACKNOWLEDGEMENT BY EMPLOYEE / WITNESSED BY SUPERVISOR**

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

Employee (print name): \_\_\_\_\_

Signed

Date

Supervisor/Witness (print name): \_\_\_\_\_

Signed

Date