



livin' well

4 August 2022

**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 for more information on *Us*.

Good luck on your application!

Yours Faithfully

Rachelle Montgomery
Services Manager

Liberty Community Connect Inc.

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Supported by the Australian Government Department of Health

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 Manager/s 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 this role will also be responsible for the coordination of daily bus runs to pick up clients to attend our Community Connection programs.

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).
- Sound knowledge of the Gold Coast region and the local community services sector.
- 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.
- Certificate III in Individual Support.

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 Manager	Manager	CEO
Authorised by			
	CEO (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/ALAYA) 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

- Holder of or eligibility to obtain NDIS worker clearance. (N.B. Yellow Card with expiry date prior to December 2013 meets this requirement together with a current National Police Check will meet this requirement.
- Required number of Covid-19 vaccines.

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 team and community connection team, 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 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 Manager/ 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 Manager/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 Manager/s, Business Operations Manager and/or CEO.



ACKNOWLEDGEMENT BY EMPLOYEE / WITNESSED BY MANAGER

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

Employee (print name): _____

Signed

Date

Manager /Witness (print name): _____

Signed

Date