

Position	Client Liaison Officer
Date effective	January 2018
Conditions	LCC Aged Care Enterprise Agreement 2013 Clerical Level 5

Who we are:

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

Our philosophy and vision

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

Our values

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

Purpose of the role

To act as liaison for aged care and retirement village residents as well as support financial and administration processes.

Reporting relationships

The Client Liaison Officer reports to the Service Manager.

Qualifications/Experience*Essential*

- Previous experience in a similar role undertaking the required financial tasks
- Strong understanding of funding processes within the aged care industry
- Proven ability to undertake a wide range of simultaneous tasks with change priorities

Desired

- Be comfortable working in a small team environment
- Intermediate skills in MS Office applications

Legislative/policy requirements

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

Roles and responsibilities

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Act as client liaison for aged care and retirement village residents including negotiating and implementing agreements, admissions and discharges, as well as social and hospital leave;
- Oversee the refurbishment and prompt turnaround of vacant retirement village units including arranging work requests and liaising with contractors;
- Oversee the capital replacement and maintenance replacement funds for the retirement village;
- Prepare requests for aged care and retirement village capital expenditure and manage assets;
- Support financial processes including the creation of purchase orders, receipting of goods and on charging;
- Prepare new account applications;
- Assist with the preparation of end of month reports as required;
- Support the coordination of care in the home activities as required;
- Act as rostering, reception and administration relief;
- Undertake other project support and miscellaneous duties as required.

NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.
