

POSITION DESCRIPTION



Position Title: Credit & Contracts Liaison Officer-

Reports To: Home Care Operations Manager

Reporting To This Position: Not Applicable

Purpose of the Position

Liaise with and support B2B and B2C contractor activities and processes across the Home Care Services Division of Helping Hand to ensure effective governance and adherence to endorsed procurement framework.

Liaise with Helping Hand clients to ensure fee policies are adhered to and work to secure outstanding payments.

The position may also undertake research to identify opportunities to tender for contracts with external providers for the provision of services.

Your Team

The Liaison Officer reports to the Home Care Operations Manager and has no direct reports.

Other Key Relationships

The Liaison Officer is expected to support the Home Care Operations Manager with strategic planning, execution of sourcing activities and supervision of key contractual relationships. In addition, the role will establish and maintain sound working relationships with service providers and suppliers.

Key Outcomes & Responsibilities

Contractor Relationship Management

- / Undertake negotiations to deliver optimum value for Helping Hands Home Care Services Division.
- / Provide sound advice, quality and timely information and recommendations on Procurement to the Home Care Operations Manager.
- / Monitor and report performance against Key Performance Indicators (KPIs) and industry bench marking to ensure contract and legislative requirements are met.
- / Assist the Home Care Operations Manager in prompt an effective contractor and contracts complaints resolution process.
- / Assist the Home Care Operations Manager to fulfill best practice procurement policies in line with Helping Hand Procurement department. Ensure procedures & guidelines and followed within a quality management framework.

This position description forms part of the contract of employment.

- / Identify areas for improvement to continually drive better performance and results.
- / Manage contract register ensuring contracts are up to date and/ or updated as required, notice periods are managed and all insurance and necessary documentation is current.
- / Partner with Procurement manager to investigate opportunities to consolidate suppliers and spend to achieve optimal outcome
- / Ensure all aspects of Contract Management are documented and reflect the required external legislative and Helping Hand requirements.
- / Timely and accurate management of Database and Procura information
- / Assist in the provision of accurate and effective procurement reporting to drive continuous improvement across Helping Hands Home Care Services Division.

Client Relationship

- / Influence and encourage the use of existing service providers for Home Care Clients
- / Arrange Home Care Service agreements for Home Care Clients where required
- / Monitor current Service agreements and end date providers no longer required
- / Assist the Finance Department in the debt recovery process for outstanding accounts receivable monies
- / Encourage use of Direct Debit payment from clients. Assist with payment planning and explanations to clients.
- / Partner with Finance Department to review and consider payment methods best suited for Home Care Services clients.

Selection Criteria

Essential

- / Qualifications in or demonstrated experience in a relevant area such as Contract Management Credit Control or Purchasing.
- / Strong analytical and problem-solving skills
- / Proactive and able to work at times with minimal supervision
- / Advanced communication and organisational skills including the ability to prioritise and meet deadlines.
- / Strong computer skills including Microsoft Word and Microsoft Excel.
- / High degree of attention to detail.

Desirable

- / Experience in Aged care or health industries.



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Exercise Due Diligence and Lead the Organisation To Arrive Safe, Work Safe and Go Home Safe

- / Lead and Support a Positive Workplace Culture - embed the Zero Harm, Zero Injury philosophy.

As an Officer of Helping Hand, you must take all reasonable steps to:

- / acquire and update your knowledge of work health and safety matters;
- / understand the operations being carried out, and the hazards and risks associated with those operations;
- / ensure that Helping Hand has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work that is being carried out;
- / ensure that Helping Hand has, and uses, appropriate resources and processes in place to receive and respond promptly to information regarding incidents, hazards and risks;

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- / ensure that Helping Hand has, and uses, appropriate resources and processes in place to retain injured workers at work or return them as soon as practicable after an injury;
- / ensure that Helping Hand has, and uses, processes for complying with duties or obligations under the Work Health and Safety Act and the Return to Work Act (refer CEO001F Due Diligence Statement).