

Concierge Officer



integratedliving

We aim to be the leading provider of health services throughout rural, regional, and remote communities of Australia. Our focus is on delivering better health outcomes for many Australians, supporting them to live independent and active lives. We provide a range of health and wellbeing options, such as aged-care and disability support, for individuals and their families.

Specific Role Details

Position Title	Concierge Officer				
Unit	Operations	Function	Customer Service & Programs	Team	Concierge
Unit Purpose	Delivery of services that provide better health and wellbeing outcomes, in an efficient and effective manner, to create a signature client experience that is unique to integratedliving.				
Team Purpose	Delivery of service growth by connecting potential and current clients with the full suite of integratedliving services, enabling timely access to services to improve quality of life and health outcomes and meet the holistic needs of our clients and carers.				
Position Purpose	Enable integratedliving growth through promoting and processing integratedliving services. Supports clients to navigate the system, from first query or referral through to admissions, on-boarding, and for non-case managed clients, assessment, service planning, reviews and referrals for additional services, where appropriate.				
Location	Home based, subject to operational requirements		Reports to (position)	Manager – Concierge	
integratedliving Job Family	Health Connect		integratedliving Pay Range or Pay Grade	Band B – Pay Grade B1	

Accountabilities shared by all integratedliving positions

Supporting Values, Purpose & Strategy	Actively connect to integratedliving's purpose and values by behaving in accordance with integratedliving values at all times, supporting the implementation of organisational strategy.
Continuous improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.
Compliance and Workplace Health & Safety	Demonstrate individual accountability for adherence to integratedliving, policies and processes and relevant external quality, safety and governance frameworks and regulations. Contribute actively to a safe and respectful workplace.

Accountabilities

Navigate integratedliving services	Supports new and potential clients to access integratedliving services, assisting new and current clients and client's families to identify their support needs and the relevance of the integratedliving Services. Guides clients through processes to access services and optimise services including addressing, eligibility criteria, capacity, waiting periods, and relevant fee structures and defining when or how services are delivered.
Referrals and promotion of services	Engages with clients to determine eligibility for the organisation's services and referring potential clients to other more relevant services if required. Expedites client referrals from My Aged Care or other sources.



	Qualifies client's eligibility to specific services and makes appropriate referrals.
Addressing client needs	Establish client service needs and coordinate the processes and documents to support entry, review, and exit of services on behalf of clients.
Build relationships	Builds rapport with the client that enables ongoing provision of quality service and identification of opportunities to improve service. Supports clients that have difficulty in identifying their own needs or accessing services. Supports the client and client's family to work with external organisations and groups that are also engaged in the provision of service.
Collaborate to connect services	Collaborate with Operations teams to effectively connect resources and customer service requirements.
Issues resolution	Collaborates with integratedliving team members to overcome obstacles or in response to client, team member or stakeholder feedback.
Quality, Risk & Compliance	Coordinates and conducts compliance activities to ensure data integrity and adherence to policy and procedure.
Data management & Reporting	Maintains appropriate statistics, administrative records, and reports in a manner consistent with integratedliving standards for client documentation. Access and maintain IT systems and databases to ensure timely and accurate information transfer.

The accountabilities stated reflect the primary functions of this position and should not be construed as an exhaustive list of duties. Accountabilities may vary or be amended from time to time without changing the position.

Delegations

Delegations for position are outlined in the integratedliving Delegation's Policy.

Key Position Relationships

Internal	integratedliving People	Operational Unit and functional teams
	Governance & Risk Unit	Corporate Services & People Units
External	Clients and carers	Government & brokerage agencies

Qualifications, Demonstrated Success Factors, Capabilities & Credentials

Qualifications & Experience	Certificate III or IV in community care or similar field OR
	Experience in a customer service or sales industry
Demonstrated Success Factors	Contribution to improved customer experience
	Ability to increase business growth through sales or business promotion
Capabilities	Create a Connection: We enable our clients to achieve better health outcomes by working in partnership with them to understand their needs and deliver on their expectations.
	Person Centred: I seek to hold people at the centre of my thinking and action, to consistently strive for sustainable outcome that create value and enable our clients.
	Communicate and Collaborate: I share information and learning with others by actively listening and asking questions to collaboratively reach a shared understanding and demonstrate empathy.
	Act Professionally: I interact with others professionally, with integrity, in a fair and respectful manner as measured against our code of conduct and values.
Credentials	Satisfactory Police Check

