



POSITION DESCRIPTION

Lutheran Community Care

Position:	Client Liaison Officer	Service:	Orana Lutheran Complex
Department:	Aged Care	Revised:	March 2017
Conditions:	LCC Aged Care Enterprise Agreement 2013 Clerical Level 5		

Purpose of the role

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

Operating environment

This position is located in Kingaroy at the Orana Lutheran Complex of Lutheran Community Care (LCC), a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

Orana Lutheran Complex

Orana is the largest aged care complex in the South Burnett and has 94 care places, including a dementia wing, as well as 25 independent living units and a day therapy centre. Orana also offers consumer directed care packages to individuals in the wider South Burnett region.

Reporting relationships

The Client Liaison Officer reports to the Service Manager.

Major responsibilities

Within the policies established by LCC 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.



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Qualifications and experience

The incumbent must possess previous experience performing the required financial tasks and should have an understanding of funding processes within the aged care industry. Being comfortable working in a small team environment on a wide range of simultaneous tasks and changing priorities is essential. This position also requires the ability to communicate effectively with a wide variety of individuals. The occupant of this position should have intermediate skills in MS Office applications.

The position requires the maintenance of an Australian Driver's Licence and a Positive Federal Police check.

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 LCC Chief Medical Officer.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organisation.
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