

Community Care Support Officer **Full time six-month (fixed term) position**

Link Health and Community (Link HC) supports people in our community through the provision of General Practice, Dental, Allied Health, Counselling, Volunteer, health promotion services and more recently as the Early Childhood Early Intervention (ECEI) Community Partner of the National Disability Insurance Scheme (NDIS) for Inner and Outer East Metropolitan and Inner Gippsland.

A tremendous opportunity within our Community Care team has become available. In this position you will assist our clients in a community care setting to access various health services working both autonomously and alongside a great team you will:

- *Provide excellent customer service by managing referrals from start to finish.*
- *Maintain up to date client records and information.*
- *Monitoring and triaging My Aged Care requests.*
- *Provide support to clinicians and assist in coordinating appropriate referrals.*

Skills/Experience

- *A minimum of two years' experience in Aged Care or Community Care or clerical or administrative position within a health care setting.*
- *Experience in health computer software programs such as TrackCare.*
- *Be customer focused with exceptional communication skills (both written and verbal) with the ability to create a positive first impression to our clients and visitors to the clinic.*
- *Well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds.*
- *Strong time management, organisational skills and ability to multi task to achieve KPI's and timelines.*
- *Proficient Skills in Microsoft Office suite.*

Further internal on the job training will be provided.

Link Health and Community offers a wide range of organisational support and training opportunities, contemporary leadership, clinical supervision, modern office facilities, and excellent salary packaging arrangements.

Link HC is an equal opportunity employer that values diversity. We encourage all suitable applicants to apply. Applicants must be eligible to work in Australia.

Applications from Aboriginal and Torres Strait Islander people, people from a culturally diverse background and people with a lived experience of disability are encouraged to apply.

For further information, please contact:

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