

<b>Position Title:</b>	CareLink+ Support Officer
<b>Division:</b>	Business Support
<b>Reporting To:</b>	CareLink+ Systems Administrator
<b>Direct Reports:</b>	Nil

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The key objective of the Business Support team is to work collaboratively to identify and respond to the changing needs of the organisation and to maintain continued ongoing quality service delivery to customers.

### KEY OBJECTIVE OF THE POSITION:

To ensure that the CareLink+ system is meeting business needs by;

- providing efficient helpdesk support to Northcott CareLink+ users

- user acceptance testing of CareLink+ upgrades
- supporting staff with updating CareLink+ data
- partnering with the systems' training specialist to develop quality CareLink+ training resources for new and existing users

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to develop solutions that integrate business processes
- Ability to work within a team to achieve agreed outcomes
- Ability to work independently to carry out daily tasks
- Demonstrated understanding of software solutions and their application in a large Organisation
- Extensive knowledge of the Microsoft Office suite
- Understanding of Privacy Laws and the confidential nature of the data within the software
- Knowledge of organisational goals and accountability
- Understanding of the services provided by the Organisation and how this relates to user requirements
- Technical knowledge of database structure
- Excellent oral and written communication skills
- Ability to communicate technical issues clearly and in an easily understood manner to users where required
- Well-developed negotiation skills to manage relationships internally and externally

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in administration of software
- Demonstrated experience in working within a team to achieve a desired outcome
- Experience in software training
- Experience in software implementation
- Experience in liaison with external providers
- Demonstrated experience in the development and implementation of procedures
- Extensive knowledge and understanding of service delivery within the organisation

### DELEGATION LEVEL

- Nil

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Collaborates with Icon Global to provide feedback/suggestions for CareLink+ development
- Network with other organisations that use CareLink+'

#### Relationship Building

- Builds internal relationships with key staff that use CareLink+

#### Problem Solving

- Researches and makes recommendation on CareLink+ development opportunities
- Analysis of effective use of CareLink+

#### Leadership

- Demonstrates leadership in development and implementation of CareLink+
- Engages with internal stakeholders to achieve required objectives

### Time Impact

- Makes immediate decisions within area of responsibility
- Meet scheduled internal and external deadlines

### DUTIES

The typical duties of this position include:

#### User Support

1. Ensure all users are registered on CareLink+ as requested by Line Managers
2. With support from Information Technology Department ensure all users are able to access the software
3. Ensure all users have the appropriate security and permissions to access the software and customer information
4. Ensure all users are aware of their responsibilities in maintaining the software and clean data within the software
5. Organise and coordinate training for users in their core areas of responsibility
6. Maintain internal manual/s, documentations, videos for CareLink+ and ensure users are able to access the appropriate current version of the support documentation
7. Coordinate and support HR, Payroll and Finance with any integration issues, clarifications and support

#### Software Provider Liaison

8. Maintain open and effective communication between Northcott and Icon Global
9. Provide specific and timely advice to Icon Global regarding modification requirements, support issues and software bugs using the agreed methods and formats
10. Be available to meet with Icon Global regarding software requirements
11. Be available to attend external CareLink+ User Group Meetings and Special Project Stakeholder Meetings
12. Liaise with Icon Global regarding testing results and issues
13. Inform Icon Global about software failure and provide appropriate information to enable them to effectively and efficiently resolve any issue
14. Advise the Icon Global of any industry changes that may result in modification to CareLink+

#### Database Management

15. Work with users to maintain data integrity
16. Enforce data security at all times
17. Develop and maintain test scripts
18. Maintain a 'Test' and 'Sandpit' version of CareLink+
19. Carry out testing of key features of CareLink+ on all upgrades and patches prior to rolling out to users on the live database
20. In conjunction with Information Technology department effectively roll out upgrades and patches for all users and inform Icon Global when this task is completed
21. Monitor the quality of the data exported from the database to third party software (including Payroll, Invoicing and Statutory Reporting)

#### Coordination with Management

22. Provide management with requested reports within established timeframes
23. Ensure management are aware of any issues with CareLink+ or users and their use of the CareLink+
24. Inform CareLink+ Steering Committee of any implementation milestones achieved or delays to achieve outcomes

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25. Update Steering Committee on any additional financial or human resources required to achieve agreed outcomes

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### **NORTHCOTT POLICY AND PROCEDURES**

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**