

POSITION DESCRIPTION

CARELINK SUPPORT OFFICER

Reports to: GM Client Services
Direct Reports: N/A
Level: TBA 6 - NDS Capability Framework
Date Prepared: 22 March 2019

Purpose

The Carelink+ Support Officer is the primary role for providing ongoing administration, support, maintenance, training, and operation of the organisation's client management system, Carelink+.

Working in collaboration with operations, human resources, finance, ICT and client services the role should enable successful operation of the Carelink+ system.

Specifically the Carelink+ Support Officer supports the business through helpdesk support, configuration, testing, reporting, documentation and training in relation to Carelink+. The Carelink+ Support Officer is also responsible for day to day Carelink+ application support through diagnosis, escalation, follow through and resolution of faults.

Primary Objectives

- Provide Help Desk support for Carelink+ users.
- Provide ongoing support and administration for Carelink Systems.
- Review, design, develop and deliver training for Carelink Users.
- Prepare and deliver a range of project related tasks with software migration.
- Support the ongoing analysis and reporting for a range of internal and external stakeholders.
- Provide effective working relationships and collaboration with internal and external stakeholders to support project development and implementation.

Key Accountabilities

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| Carelink+ Administration | <ul style="list-style-type: none"> • Ensure availability of Carelink+ system by providing 1st and 2nd Level helpdesk support, troubleshooting, fixing, triaging, escalating issues. • Configure and maintain system • Manage, maintain all security settings and access to Carelink+. • Create, maintain and distribute systems documentation and administration procedures. • Evaluate, test, document and implement system upgrades/patches. • Maintain regular data audit logs to ensure clean data within system. • Manage and update tables within the software to meet the ongoing user needs. • Provide management with requested reports within established timelines. |
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| | <ul style="list-style-type: none"> • Inform management of any issues with Carelink+ or the use of the software. |
| Operational Support | <ul style="list-style-type: none"> • Ensure all users are registered on Carelink+ with the appropriate permissions and security level. • Timely response, logging and resolving reported faults in Carelink+ or its interfaces • Transparent reporting of operational fault status. • Ongoing update transactional data in Carelink+ related with Payroll Variations. • Ongoing update transactional data in Carelink+ related to funding Reallocations. • Assist to coordinate where required between operational and support functions and IT. • Provide a high level of customer service in a punctual, professional and courteous manner. • Monitor the quality of data extracted from Carelink+ in the form of reports or exports to any third-party software or system. |
| Training and Documentation | <ul style="list-style-type: none"> • Develop and maintain training programs to ensure all staff are trained to a consistent standard. • Develop and maintain function specific training manuals to support end users. • Coordinate and conduct end-user education and training. |
| Vendor Liaison | <ul style="list-style-type: none"> • Attend User Forums and Product information sessions to keep up to date with software functionality and future developments. • Provide specific and timely advice to Icon Global regarding modification requirements, support issues and software bugs. • Inform Icon Global about Carelink+ failure and provide appropriate information to enable them to effectively and efficiently resolve any issue. |
| General | <ul style="list-style-type: none"> • Provide project input and advice as required in relation to Carelink+. • Assist with Carelink+ project implementation, business integration and development as required. • Attend to other ad hoc tasks as may be required from time to time. • Maintain the data integrity and setup/maintain Report Schedules. • Actively inform the BI/Reporting Specialist with any new request of data/custom reports. • Supporting the Carelink Upgrade by creating Test Plan and Providing testing. |

Working relationships

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| Internal | Carelink System Administrator, Client Services Team, IT&T Team, Payroll Team, HR Team. |
| External | Carelink Software Vendor. |

Knowledge, skills, experience and values required

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| Essential | <ul style="list-style-type: none"> • A relevant tertiary qualification and/or equivalent knowledge and minimum 2 years+ working experience. • 1-2 years experience in Carelink or other similar health care client software systems. • Systematic approach to problem solving with sound analytical and fault diagnosis skills. • Excellent analytical and problem solving skills. • Excellent computer literacy, with confidence and capability in using technology and ICT systems to support project and business outcomes. • Excellent skills in MS Office, Word, Excel. • A positive and contemporary attitude to people with disability, their families and carers. • Experience working collaboratively in a team-oriented environment. • Ability to prioritize and multi-task in a fast paced, changing environment and quickly resolve issues. • Ability to positively coach and lead small teams. • Demonstrates excellent verbal and written communication skills. • Demonstrates strong customer service ethic and skills. • Effective stakeholder engagement. • Capacity to support change and deliver creative solutions. • Strategic, innovative and results-focused. • Demonstrates high-level planning, time management and prioritising skills. • Project coordination skills and experience. <p>Core requirements</p> <ul style="list-style-type: none"> • Demonstrate behaviour consistent with HWNS/Tipping Values and Code of Conduct. • A Current Australian Driver's License. • Plans and schedules own work independently. Monitors progress against work plans and required outcomes and takes appropriate corrective action. • Uses positive engaging techniques and adapts own style to needs of other person. • Has the capability to effectively assist stakeholders to address/resolve a range of their needs and expectations. • Develops working relationships with other work areas to assist in customer service. • Maintains confidentiality and understands diversity. |
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| | <ul style="list-style-type: none"> • Ensures adherence to organisation policies & procedures and all relevant government legislation and relevant standards. • Recommends changes to procedures and quality standards that may impact across other work areas. Analyses and mitigates risk. • Adopts a creative and resourceful approach. • Takes personal accountability for project deliverables. • Identifies opportunities for innovation. • Takes personal responsibility for continuous improvement and quality in own work. <p>Solves most problems in own work and participates in wider problem identification and resolution tasks. Applies improvement processes.</p> |
| Desirable | <ul style="list-style-type: none"> • Sound knowledge of best practice, and the statutory and regulatory framework including NDIS • Sound knowledge and experience in doing shift rostering • Sound knowledge and experience in setting up payrates and wage rates in payroll • Sound knowledge and experience in setting up funding and financial packages <p><u><i>This position does not require Development/Coding Skills however understanding of SQL or any other IT skills would be beneficial.</i></u></p> |

Signed: _____

Date: _____

Print Name: _____