

Role Title	Participant Support Officer	Classification	ASO2
Reports to	Lead Participant Support Officer	Direct Reports	N/A
Directorate	Services	Team	Participant Support

About the LSA

The Lifetime Support Authority (LSA) delivers the Lifetime Support Scheme (LSS) which was established under the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* (SA).

Through the LSS, the LSA funds necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads, regardless of fault. The services are focused on being person-centred, financially sustainable, innovative and efficient.

Our Vision	Making a difference in the lives of participants, who are at the centre of what we do.
Our Purpose	We plan and fund person-centred treatment, care and support services to make a positive difference to participants' recovery and independence.

The LSA actively promotes flexible working arrangements and values diversity in the workplace.

Role Purpose

The Participant Support Officer is accountable to the Lead Participant Support Officer for providing high quality administrative and support services to the Service Planning team. This team works directly with people who are severely injured in a motor vehicle accident (participants).

The Participant Support Officer assists our Service Planners to ensure the delivery of high-quality treatment, care and support for individual Lifetime Support Scheme (LSS) participants. At times, this will include supporting the delivery of scheme-wide projects that improve the service delivered to all participants.

Key Deliverables

- Support service planners to provide services for LSS participants within a person-centred service delivery model.
- Provide high quality general administrative support, including:
 - Participant related records management
 - Supporting the Service Planning team in the delivery of participant focussed projects.
 - Sourcing service providers, products and information, seeking quotations, purchasing products, and matching services offered to the requirements of participants

- Recording minutes during Service Planning meetings and case conferences
- Processing invoices and arranging reimbursement of expenses and booking travel and accommodation
- Arranging accommodation and travel for participants and Service Planners
- Provide professional, courteous, and confidential service to participants, their support network and service providers as first point of phone contact for the LSA.
- Contribute to the ongoing development of procedures, guidelines, and resources to promote efficient service delivery and continuous improvement.
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Key Relationships

- LSA employees, leaders and Board members.
- LSS Participants.
- Other SA Public Sector Agencies, including SA Health.
- External stakeholders and service providers as required.

Special Conditions

- Appointment is subject to a satisfactory Nationally Coordinated Criminal History Check (NCCHC) that is no more than six months old, and a Department of Human Services (DHS) Working with Children Check (WWCC) which is required to be renewed before expiry.
- Some out of hours work may be required, including at times over Public Holidays and the Christmas and New Year period.
- Some intrastate/interstate travel may be required, including to health and community facilities, and participants' homes.
- The incumbent must work in accordance with the Code of Ethics for the South Australian Public Sector, the LSA Participant Service Standards, and all relevant policies, procedures and legislative requirements.
- The incumbent may be assigned to other positions at the same remuneration level across the LSA.

Key Selection Criteria

Qualifications

- Desirable – Related post-secondary qualifications (eg administration, business, customer service) or equivalent experience.

Skills, Knowledge and Experience

- Demonstrated experience in providing quality administrative support within a customer focussed environment.
- Experience in, and knowledge of, administrative practices including responding to correspondence and emails, diary management, and maintaining accurate records.
- Proven ability to build rapport and communicate concisely and effectively, both verbally and in writing, with a broad range of people.

- Exercise a high degree of professionalism including the ability to deal with sensitive issues with tact and diplomacy and maintain a high level of confidentiality.
- Demonstrated sound level of digital literacy skills including the use of windows-based applications, systems, and other Office365 products (MS Excel, Outlook, Word, Teams, and OneNote).
- Ability to contribute in a team environment, providing support to meet deliverables, challenging team members in a constructive way and adding value in a collaborative environment.
- Demonstrated high level of attention to detail and organisational and time management skills to manage multiple competing priorities under broad direction, within tight deadlines.
- Desirable - Understand the needs of individuals with a disability and/or culturally and linguistically diverse backgrounds.