

## Meals Branch Service Officer (BSO)

Omnicare Alliance Limited

Sawtell, Coffs Harbour & North Coast NSW

**Aged & Disability Support (Community Services & Development)**

Part-time

Meals Service Branch Service Officer (BSO)

Omnicare Alliance Ltd. is seeking applications from people interested in pursuing or continuing a career as a valued Meals Branch Service Officer (BSO) in the Sawtell area. As Meals Branch Service Officer your primary objective is to monitor and coordinate the distribution of pre-packed meals to clients (meals on wheels) and to engage and coordinate the volunteers who assist in the delivery of these meals.

At Omnicare we assist many people in the community to live independently in their own homes by providing a high-quality meal delivery service. Our customers include those who cannot cook or shop for themselves with ease, such as older people, people with a disability, carers or those recovering from an illness or injury.

Key responsibilities include:

- Being the first point of contact for all clients, visitors, and incoming calls
- Provide customer service including acceptance of referrals, taking meal orders, and providing intake information and support
- Coordination of volunteers to allow for smooth operation of the Branch including meal orders and distribution
- Undertaking general administrative duties, record keeping, managing correspondence and general office management

Skills required

- Excellent interpersonal and communication, including listening skills
- Confidence in dealing with client issues with a high degree of confidentiality.
- Demonstrated food handling and food safety knowledge
- Driver's Licence
- Ability to travel across mid-north coast meals service branch locations (as required)
- Knowledge of Commonwealth Home Support Program, NDIS and/or HCP Support would be highly regarded but not essential.

This is a Permanent Part Time role - four days per week, however we are flexible on the hours and days depending on the right candidate. Our core operating hours at the Branch being 8.30am to 3pm Monday to Friday.

Any queries relative to this position can be forwarded to [hr@omnicare.org.au](mailto:hr@omnicare.org.au) or you can contact [1300 336 488](tel:1300336488).