

Position Description

Position Title	Business Support Officer (BSO)
Location	Karuna Hospice Services, 27 Cartwright Street, Windsor QLD.
Department	Business Operations Team
Hours	Full Time 1.0 FTE
Position Purpose	The Business Support Officer (BSO) is an essential role in the coordination and organisation of all aspects of the business – customer service and engagement, operational and administrative support, project and event management, process improvement, quality and workplace health and safety assurance, and record keeping. This role is part of the Business Operations Team which supports the achievement of Karuna’s goals and objectives through robust operational systems.
Reports To	Operations Manager
Direct Reports	None.

Our Organisation	The Karuna Hospice Service Ltd is a community organisation guided by Buddhist principles, delivering specialised and responsive palliative care.
Our Values	<ul style="list-style-type: none"> • How we think: Humility • How we act: Kindness • How we relate: Respect • How we find meaning: Courage • Karuna Values
Our Strategic Plan	Karuna Strategic Plan 2024 - 2027

Key Accountabilities and Outcomes

Customer Service and Engagement

- Act as the initial Karuna representative for all external enquiries (via phone, email and/or site visits) and as such, practice an exemplary level of customer service that aligns with Karuna values, as well as patience and warmth.
- Identify customer service requirements and use initiative to develop solutions to meet the business needs.
- Collaborate with all work areas to improve outcomes for Karuna and its customers
- Build positive work relationships, and facilitate and maintain a positive team culture, leading by example.
- Champion and actively demonstrate the Karuna values: humility, kindness, respect and courage.

- Ensure patients, staff and providers are treated fairly and with mutual respect and understanding, regardless of cultural, religious, ethnic, and linguistic backgrounds, gender, identity, ages, or abilities.

Operations and Administrative Support

- Provide whole of Karuna with general administrative support, including but not limited to daily troubleshooting, meeting support, event coordination and planning.
- Manage all front of house activities including corporate mailboxes, maintaining meeting rooms, catering, technology set up and troubleshooting.
- Provide basic IT troubleshooting for staff and liaise with an external IT provider to escalate issues/concerns for resolution within a timely manner.
- Provide a backup for other administrative roles as required.
- Provide targeted administration support to other areas of Karuna; Finance (payroll, procurement, accounts payable), Board and Leadership teams, and Philanthropy and Fundraising team.
- Maintain databases and performance reporting, contribute to quarterly and annual reports, providing data in an easy-to-read format when required to assist with departmental decision making.
- Undertake basic research and analysis and contribute to the preparation of briefs to support informed decision making and planning.
- Actively liaise with other Karuna teams to collaborate on system and process improvements.
- Oversee organisational asset management and operational fleet vehicle processes.

Workplace Safety and Quality Assurance

- Contribute to the quality management system and ongoing quality improvement activities.
- Drive Karuna's organisational adherence to compliance and quality improvement through audits and incident reporting surveillance.
- Support regular monitoring and follow up of various maintenance, operational, audit and quality registers.
- Coordinate the cycle of maintenance and review of policies, procedures and forms, including consistent formatting of all required documentation.
- Maintain WHS systems and records, including first aid, emergency and evacuation, safety equipment, to achieve the provision of a safe workplace and its statutory obligations.
- Adhere to Karuna's organisational policies, procedures, accreditation and legislative requirements.

Professional Development

- Strive to retain currency and build on existing skills and capabilities (actively seek opportunities to improve skills and competencies).
- Show a commitment to learning, seek new ways to grow and develop by being inquisitive and adapting to change.

- Comply with relevant professional development requirements to keep any relevant qualifications current.
- Attend and contribute to organisational training sessions.
- Proactively prepare for the annual review process and scheduled check-in meetings.
- Proactively and genuinely seek feedback on work performance.
- Record professional development received.

Key Requirements

- A relevant tertiary qualification (Certificate IV in Business (Administration), bachelor's degree in relevant field (Business, HR, Management etc); and/or
- Minimum of 5 years' experience in a shared or professional services environment. Healthcare, community and/or Not for Profit highly regarded.
- High level customer service and interpersonal skills, and a demonstrated ability to influence and forge working relationships with internal and external stakeholders.
- Excellent oral and written communication skills, able to communicate clearly and actively listen whilst keeping an open mind and responding respectfully.
- Ability to work collaboratively as part of a diverse team and customers in a sensitive and appropriate manner.
- Up to date knowledge of relevant WHS legislation, quality frameworks and accreditation processes.
- Highly organised with demonstrated time management skills; proven ability to prioritise tasks to meet competing deadlines with a high degree of accuracy and attention to detail.
- Ability to work autonomously yet self-assured to escalate concerns or roadblocks in a no-blame environment.
- Evidence of ability to think innovatively, be proactive and exercise judgement and decision-making within policy and procedural guidelines.
- Proficient and confident in the use of the Microsoft Office 365 suite (including SharePoint and Teams), computer applications and general technology systems.
- Valid Australian driving licence

Signature:
(Employee)

Date:

Signature:
(Manager)

Date: