

Position Description

Position Title: Client Service Officer
Position No:
Position Type: FT, PPT, Casual
Level: 2
Award: Social Community, Home Care and Disability Services, Industry Award 2010
Location: Limestone Coast Murraylands Riverland
Date of Effect: 16/06/2020

POSITION DESCRIPTION

Environment: At ac.care we want all country people to have a safe home, enough money to live on and strong, positive relationships. With over 200 staff we provide a range of services for country South Australian communities the Adelaide Hills, Limestone Coast, Murraylands and Riverland.

We are a non-government organisation (NGO) and our values (CARE - Compassion, Adaptability, Relationships, Excellence) underpin the work we do. Together, as one team we CARE to ensure all country people experience the same seamless and consistent service across all touch points in a welcoming and non-judgemental environment.

Purpose: The Client Services Officer (CSO) is critical to providing excellent outcomes to people requiring ac.care's services and other important stakeholders. In many instances the CSO will be the first point of contact with ac.care. As such the CSO will work collaboratively as a team member within the organisation to deliver a comprehensive range of information, referral and support services in the Limestone Coast, Murraylands and Riverland.

The CSO supports clients and community members seeking to access ac.care support services through positive communication and developing strong relationships. The CSO is the vital link between clients and support workers in a dynamic team environment.

The role is responsible for the effective administration of the site reception area including the management of room bookings, processing referrals and coordinating an effective client focused response.

Responsibilities: To drive and implement the organisational strategic agenda to achieve outcomes. This includes:

1. Strategy

- Apply the ac.care mission through being sensitive to the needs of others, in a welcoming and non-judgemental environment, acting with diplomacy, tact, empathy, privacy and confidentiality.
- Assist in the implementation and delivery of a range of client centred activities and processes in consultation with the line manager.
- Assist in the development and implementation of work plans which reflect ac.care's strategic business development plans, strategies and systems.
- Assist in the review and implementation of frameworks, policies, guidelines and other resources that deliver business outcomes for ac.care.
- Identify and contribute to program/service delivery performance outcomes.
- Manage risk in accordance with ac.care policies and procedures and Legislative requirements.

2. Leadership

Position Description

- Work collaboratively, developing respectful and compassionate relationships with internal and external stakeholders to deliver high quality client centred outcomes.
- Work effectively with the line manager and other members as part of '**one ac.care team**' within ethical guidelines and professional boundaries, contributing to team achievements in a safe and trusting environment.
- Responsible for managing time, setting priorities, planning, and organisation of own work.

3. Culture

- Actively promote and role model the ac.care values of Compassion, Adaptability, Relationships and Excellence and contribute to positive organisational change, effective communication and continuous improvement at ac.care.
- Greeting any person approaching reception or by phone with warmth, ascertaining their needs and navigating them to the best outcome through the provision of information, resources and referral.
- As the client's first point of contact, manage large amounts of incoming calls and walk-ins responding to enquiries in a professional, positive and welcoming manner.
- Promote empathetic resolution of client grievances e.g. complaints using conflict resolution, mediation and advocacy skills when required
- Communicate effectively and contribute to the development of quality ac.care program support services.
- Actively promote and advocate access and inclusion of people from all backgrounds.

4. Continual Improvement

- Keep accurate and appropriate documentation and statistical data in accordance with organisation, program and funding body requirements and timelines.
- Participate in the evaluation, monitoring and reporting of services to determine their effectiveness and contribute to identifying strategies to address any deficits.
- Identify, review and update processes and systems to reflect lean and best practice principles and opportunities for integrated service delivery within the relevant work area.
- Participate in internal audits and compliance processes and/or evaluations.
- Prepare product, program or service reports by collecting information and working within defined processes.
- Work together with ac.care staff and clients to find solutions and foster a positive client service culture.
- Provide advice and reporting on relevant issues to senior management.

5. Capability Development

- Ensure the quality of service through active participation in supervision and training, to ensure services provided are ethical, of a high standard and fulfil the requirements of the funding body(s).
- Promote and contribute to an environment of continuous learning and improvement through coaching and mentoring to other staff as required e.g. coach and support ac.care staff in the use of administrative and information management systems and processes.

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- Facilitate access to information, resources, education and training for clients.

6. Other

- Perform other duties allocated appropriate to position and organisational needs, and to undertake any relevant task as directed by the line manager as part of the employer/employee relationship within the scope of the role.

Reports to: • Site Manager with and/or Administration and Facilities Coordinator.

People Management: • No direct reports, however provide coaching and mentoring to other staff as required

Budget Management: • No direct responsibility

NOTE:

- This position may require weekend work, or outside ordinary work hours;
- This position may be required to travel domestically/interstate.

POSITION SKILLS AND EXPERIENCE

Qualifications and Experience: Essential

- Tertiary or formal qualifications and/or demonstrated experience in customer service or business administration.
- Demonstrated experience in identifying client needs, selecting the best solution to address those needs and following up to ensure client resolution.
- Demonstrated experience applying confidentiality and privacy and being sensitive to the needs of others, in a welcoming and non-judgemental environment.
- Highly developed skills and demonstrated experience in negotiation and liaison using conflict resolution, mediation and advocacy skills.
- Highly developed communication skills (listening, verbal and written), including the ability to establish rapport and maintain positive relationships with clients from diverse backgrounds and other service providers.
- Demonstrated experience in working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.
- Demonstrated commitment, drive and initiative, with the ability to work independently within established routines and procedures.
- Demonstrated practice in managing time, setting priorities, planning and organising work and that of other staff and/or volunteers where supervision is required.
- Advanced skills in Microsoft Office e.g. word, excel, PPT, outlook and data entry
- Demonstrated experience in customer service, reception and/or office administration addressing the needs of internal and external clients.
- Highly developed skills in self resilience and reflection
- Understanding and compassion for people of varying backgrounds including those who've experienced significant trauma or who are vulnerable due to issues of poverty, homelessness, sexuality, alcohol and other substances or mental health
- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.

Highly Regarded

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- Current 'Provide First Aid' certificate or willingness to obtain in accordance with ac.care policy.
- Demonstrated experience in managing compliance with access and equity issues relevant to clients through the provision of appropriate and accessible information, support, and advisory services.
- Demonstrated use of self-reflective practices to identify and manage own emotional responses to staff and/or clients being supported e.g. self-awareness, open-mindedness on social issues and ability to practise reflection.
- Experience working with people from culturally and linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds

Special Conditions

- Current SA driver's licence 'Class C' or interstate equivalent.
- Current Satisfactory Working with Children Check (WWCC) or willingness to obtain in accordance with ac.care policy.
- Current National Police Check or willingness to obtain in accordance with ac.care policy.
- Child Safe Environment Certificate or willingness to obtain in accordance with ac.care policy.

ACCEPTANCE

Position Holder Signature: _____

Name (Printed): _____ Date: _____