

JOB DESCRIPTION

Position title:	Client Services Officer
Approved by:	General Manager Operations
Date effective:	January 2015

PURPOSE

The purpose of this position is to enhance the reputation of Relationships Australia Victoria (RAV) by ensuring any person who is in contact with the organisation is responded to in a helpful manner ensuring their needs are met.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement 2013-2017, but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a valued provider of specialist family and relationship services. Our vision is for positive, safe and respectful relationships for couples, families, schools, workplaces and communities. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. As a community-based, not-for-profit organisation with no religious affiliations, our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services from 16 centres in metropolitan Melbourne and regional Victoria, and from additional outreach locations. The corporate support team is based in Camberwell.

POSITION SUMMARY

The Client Services Officer supports Centre management and staff, providing organisational and administrative support, enabling the Centre to provide high quality service to clients. Ensuring alignment with RAV policy and procedures, the role provides an array of administrative support.

The key activities of the Client Services Officer involve continual client contact, receiving and directing incoming phone enquires and attending to walk-in clients. The incumbent will need to ensure efficient coordination of all appointments is maintained, deal promptly with postponements and cancellations and prepare documentation pertaining to new client information. (This involves undertaking a basic assessment of service needs). Receiving and posting payments and accounts, petty cash, daily banking, data entry and general office housekeeping are other responsibilities involved.

A high level of customer service is required, as well as the ability to take on organised and responsive approaches in the workplace. In an environment of continuous organisational change, the role also holds responsibility for contributing to improvements in administrative systems thus assisting in organisational efficiency. Confidentiality and professionalism are essential to the role.

KEY RESULT AREAS

Area	Tasks
Client contact	<ul style="list-style-type: none"> • Provide an efficient, welcoming first point of contact for actual and potential clients, enabling clients to access and receive professional services from the centre and referrers. • Effectively manage face to face and telephone client contact. • Undertake an initial basic assessment of client needs to ensure referral to appropriate RAV services. • Handle emergency client situations and matters with empathy and professionally to provide quality professional services. • Demonstrate an appropriate level of verbal and written communication skills, using empathy etc. as required, to assist clients and provide a high level of quality service to clients, • Schedule appointments effectively and efficiently for practitioners. • Refer to other services, where appropriate • Make decisions regarding the urgency of individual client needs and appointment scheduling, in consultation with the CSC and clinician if appropriate.
General Administration requirements	<ul style="list-style-type: none"> • Apply the RAV fee scale and ensure that all client fees are charged where appropriate • Ensure accurate cash management • Perform general administration tasks ie. creating and sending client letters etc. • Order when required by the Client Services Coordinator (CSC), stationery and related goods for the Centre, • Open and process incoming and outgoing mail for the centre, • Complete filing as required for administration and the centre, • Assist with any Centre related facility needs, if required by the CSC.
Confidentiality and Data Management	<ul style="list-style-type: none"> • Ensure all data-entry regarding clients and administration is input to our Client Relationship Management System (CRM) in a timely manner • Demonstrate awareness and understanding of administrative and financial policy and procedures, • Accurately maintain all financial and statistical data in CRM • Maintain a high level of discretion and confidentiality in relation to client needs and services.
Policies, Procedures and Systems	<ul style="list-style-type: none"> • Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).
Continuous Improvement	<ul style="list-style-type: none"> • Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	<ul style="list-style-type: none"> • Perform additional duties from time to time, as required by management.

REPORTING

Line manager:	Centre Manager
Supervision (day to day):	Client Services Coordinator
Manages:	nil
Key internal liaison:	Practitioners, Community Liaison and other staff
External liaison:	Centre suppliers
Note:	Reporting arrangements may change from time to time depending on business requirements.

OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

KEY PERFORMANCE INDICATORS (KPI'S)

- Provision of an efficient, effective and welcoming first point of contact for actual and potential clients with complex needs.
- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work.
- Maintain a high level of discretion and confidentiality.
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes and communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.
- Have a considered appreciation of differences in culture, religion and sexual orientation, and a willingness to work respectfully and flexibly with such differences.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- Office Administration certificate and/or previous experience in a similar administration capacity.
- Proven experience answering high volume inbound calls, delivering high quality customer service, ideally within a medical or health care related environment.
- Demonstrate a high level of skill in dealing with clients with complex needs in a supportive, empathetic and effective manner, to remain calm under pressure, problem solve and make effective decisions in potentially stressful situations.
- High level of confidentiality to ensure client personal and financial information is maintained.
- Proven track record in managing priorities, organising priorities with excellent attention to detail
- Competent in the Microsoft Office suite and the ability to pick up new programs and business systems with ease.
- Team player with the ability to work autonomously when required within a small team.
- High standard of personal grooming, well presented in a businesslike fashion.
- Candidates with demonstratable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.

- Satisfactory completion of a National Police Check, International Police Check (if applicable) and Working with Children check (if required).

Highly Desirable KSC:

- Candidates who are Aboriginal, Torres Strait Islander's, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Previous experience in a receptionist, client or customer services related role.
- Previous experience working in a culturally diverse work environment with culturally diverse clients or customers in a service delivery environment which has required the demonstration of empathy and support.