

POSITION DESCRIPTION

Client Services Officer - Clayton

The position description may be subject to periodical reviews.

POSITION:	Client Services Officer (CSO) Clayton
DEPARTMENT:	Oral Wellbeing
REPORTS TO:	Team Leader – Client Services Clayton (TL)
DIRECT REPORT ACCOUNTABILITY:	N/A

POSITION SUMMARY:

Provides the full range of customer services and clerical support to Link’s public and private programs operating at its Clayton site.

POSITION ACCOUNTABILITY:

- Works with clients, healthcare providers, Link staff and client care people, by face-to-face, phone and systems communications.
- Manages client booking and attendance effectively and efficiently and keeps records in Client Management Systems
- Applies Link work procedure and process efficiently and accurately.
- Retains service and program information to service client enquiries.
- Processes client payment claims and receipts and any product sales.
- Works with the variable client flow, modifies work priorities as needs arise and provides routine reports on task completion to the Supervisor

PERFORMANCE MEASURES/OUTCOMES:

- Customer service is professional, timely, effective and client-centred
- Evidence of contribution to a positive and team-based work culture
- Client flow and clinicians’ schedules are managed timely, accurately and efficiently, while working with time sensitive clinical staff and anxious members of the public
- Work outcomes demonstrate that the CSO obtain and pass on current and accurate information to improve the quality and safety of client flow and meet the needs of all stakeholders
- Financial tasks are completed with accuracy and timeliness
- Allocated tasks are completed timely, thoroughly and accurately
- Mistakes are infrequent; learns from mistakes with effective correction of errors

ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to people in the East and South-East of Melbourne and Eastern Victoria.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

About Link as a brand of at Latrobe Community Health Service

Link Health and community is a brand of Latrobe Community Health Service. Latrobe Community Health Service began life in the mid-1970s as a group of smaller organisations that provided basic health services from shop fronts and houses throughout the Latrobe Valley, Gippsland. In 1995 those services merged to form Latrobe Community Health Service.

In the years since we have grown into a multifaceted health provider. We now offer more than 50 services across 50 locations throughout Victoria and New South Wales. We do this through a range of brands and service models, but with a shared set of values:

- Providing excellent customer service
- Always providing a personal best
- Creating a successful environment
- Acting with the utmost integrity

We are secular and not-for profit, and we are committed to reinvesting into the communities we serve. We're inspired by a vision of strong, vibrant and inclusive communities, where more people enjoy good health and fulfilling lives.

OCCUPATIONAL HEALTH AND SAFETY

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

QUALITY AND RISK MANAGEMENT

The position holder has a responsibility to Identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link OH&S Risk Management Plan.

POLICIES AND PROCEDURES

The position holder will uphold and adhere to Link HC's Code of Conduct and policies and procedures.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Reception/Customer Service skillsets
- Professional and empathetic presentation

- Experience working with diverse client bases
- Sensitivity to and understanding of client needs
- Demonstrated experience working independently and as part of a team
- Demonstrated ability to accurately input data and maintain electronic client records
- Well-developed interpersonal skills
- Intermediate information and community technology (ICT) skills: Titanium , Exact
- Ability to uphold principles of privacy, confidentiality and rights and responsibilities of clients as part of relevant Victorian legislation

Desirable

- Experience in dental reception routines and systems

Mandatory Requirements

- Current National police check
- An International police check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children check
- Relevant Australian qualification or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Registration with a regulatory body or equivalent professional membership (as determined)
- Working rights within Australia
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:



Dr Felicia Valianatos
General Manager, Medical and Oral Wellbeing
29.10.2019

I acknowledge and agree that the above position description is an accurate reflection of the Client Services Officer

Signed:

Employee

Name:

Date:

Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We are a child safe and equal employment opportunity employer We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.