

JOB DESCRIPTION

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| Position title: | Client Service Co-ordinator |
| Approved by: | General Manager Operations |
| Date effective: | October 2014 |

PURPOSE

The purpose of this position is to ensure Relationships Australia Victoria (RAV) manages the administration services within the Centre or Centre(s). This position is responsible for office oversight, provides coordination, supervision and support to administrative staff and administrative coordination for clinical staff.

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

This role has primary responsibility for the provision of an efficient, welcoming first point of contact for actual and potential clients and referrers. The CSC will supervise the administrative team including Performance Planning reviews and development of workplans.

The CSC will advise the Manager or Manager(s) on the implementation of all administration systems and processes at the centre(s) and take a lead role in the design, development and implementation of new projects and new systems to ensure that smooth and efficient administration operations are in place at the centre(s).

KEY RESULT AREAS

| Area | Tasks |
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| Staff Supervision | <ul style="list-style-type: none"> Responsible for the supervision of Centre or Centre(s) administrative staff, advising the manager of the implementation of all organisational systems and processes at the centre and the design and development of administrative systems necessary for the centre's operations Plan and manage own workload as well as the activities of all administration staff at the Centre(s), to ensure adequate time for |

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| | <p>achieving primary objectives of the position</p> <ul style="list-style-type: none"> • Provide informal/formal feedback to staff as required and participation in Performance Planning and review in line with RAV's Performance Management System • Assist the administration staff and personally handle emergency and stressful situations professionally, with care regarding the staff and OHS responsibilities as well as the client and public wellbeing whilst on the premises, to minimise risks of injury or harm. |
| Client Contact | <ul style="list-style-type: none"> • Responsible for managing client reception and administrative support for all services provided by the Centre(s), including efficient coordination of all appointments for services and the most effective utilisation of staff. • Provide an efficient, welcoming first point of contact for actual and potential clients and referrers. • Create a positive and inviting image of the organisation to all members of the community (actual and potential clients, and referrers) in person, over the telephone, or via email • Provide accurate and relevant information to all external enquiries regarding the organisation's services, processes, staff qualifications, waiting lists and fees • Timely professional decision making to determine the urgency of individual client needs for appointment scheduling, the appropriate service and service provider to meet their needs, and the handling of emergency situations including containing clients at first instance if and when required. • Effectively managing face to face and telephone client contact. • Responsible for managing and developing the contractual and financial systems used by administration and clinical staff within the Centre(s), implementing RAV's standard administration and financial policies and procedures, and identifying opportunities for improvement. |
| Administration | <ul style="list-style-type: none"> • Ensure that administrative support services address the requirements of the Centre(s) and Central Office. • Identify and provide advice to the Manager(s) on processes to resolve complex administrative issues that may arise in the Centre • Continued development and implementation of the Centre(s) administrative policies and procedures through consultation with staff at Central Office or other Centres • You may be required to perform additional duties from time to time. |
| Confidentiality and data management | <ul style="list-style-type: none"> • Undertake an initial basic assessment of client needs to ensure referral to appropriate RAV services. • Complete daily entry into CRM management information system of all appointment, financial and statistical data and maintenance of Client files and the contractual requirements of all funding bodies • Understand the legislative framework, and contractual obligations that Relationships Australia Victoria operates within, and their implications for Centre(s) administration • Assist in the development and maintenance of a harmonious working environment that enhances work satisfaction and service delivery, with commitment to ongoing technical and practice development. |
| 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 |

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| | including a positive contribution to workplace harmony and displaying cooperative team behaviour. <ul style="list-style-type: none"> 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

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| Line manager: | Centre Manager |
| Manages: | Nil |
| Supervises: | Administration staff at the Centre(s) – being Client Service Officer(s) |
| Key internal liaison: | Centre Staff, Central Office staff |
| External liaison: | Clients, public enquiring about services, suppliers, service providers for Centre |
| Note: | Reporting arrangements may change from time to time depending on business requirements. |

OUR VALUES

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| 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 regular communication to the Centre Manager(s) about any issues that may arise affecting the productivity and/or performance of the individuals, team or Centre(s)
- Responding to Client enquiries, queries, issues in a helpful, timely and effective manner
- Efficient processing/completion of daily data entry to CRM and related requirements
- Maintenance of client records in line with RAV requirements
- Timely and accurate reporting and tracking of client appointments, cancellations and details in the system.
- Positive feedback from clients in relation to their dealings with Administration staff
- Prompt reporting of any concerning or serious staff or client issues
- Compliance with Federal and State Government funding requirements
- Awareness of and compliance with RAV organisational policies, procedures and systems

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- Certificate, Diploma or tertiary qualifications in administrative/secretarial studies or equivalent and several years' experience in a busy administrative office environment
- Highly developed general computer skills and computer literacy, MS office suite, CRM (preferable) and the demonstrated capacity to efficiently learn IT new systems
- Experience working in a strong customer/client focused environment and representing a professional image and standard
- Experience in the practical application of change and demonstrated capacity to identify and implement innovating work process or system improvements
- Experience working with the following software packages to a high level including Microsoft Office and Microsoft Excel
- 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.
- Demonstrated capacity to assist members of the public and potential clients and understanding their needs and the range of services provided by RAV.
- Able to understand, implement and apply organisational policies, procedures and systems
- Previous experience supervising an office and/or office staff, co-ordinating, supervising and developing a small team
- Ability to work independently and autonomously in a challenging environment
- Well-developed organisational skills and the ability to prioritise administrative workloads, tasks to efficiently and effectively produce results
- Well-developed communication skills both in writing and verbally
- Ability from previous experience to work with a culturally diverse range of clients and stakeholders and respond appropriately, empathetically and effectively
- Demonstrated ability to adapt new systems, processes and to identify and implement innovations in an organisational environment