

POSITION DESCRIPTION

Travellers Aid is committed to enabling individuals of all abilities to connect to people and place. Our vision is a society where people with mobility challenges are treated with dignity and respect, being able to lead full and rich lives with confidence and we aim to achieve this by empowering people with travel related challenges to connect, engage and participate.

Position Title	Client Support Officer	Function	Operations	Review Date	08/06/2021
Position Reports To	Service Innovation Manager (Direct) Operations Manager (Indirect)	Is this a New or Existing position?	Existing	Location	Melbourne and surrounds
Direct Reports	Not Applicable	Probationary Period	6 Months	Hours of Work	Weekday and weekend work required
Conditions of Employment	As per Travellers Aid EBA 2013-2017	Employment Type	Permanent Full Time/ Permanent Part-Time/Casual		
Position Summary	<ul style="list-style-type: none"> Provide Travellers Aid service users, including people with a permanent disability, temporary impairment or those with age-related mobility challenges, with high-quality connection assistance (buggy, personal guidance, wheelchair assistance) and personal care assistance (meal assistance, toileting and other as required) across all relevant Travellers Aid's sites. Provide transport and tourism information to the general public and emergency relief assistance to people in crisis situations. Ensure that Travellers Aid remains a welcoming and safe environment for all, by providing support, advice, and assistance at the point of need to the travelling public with special requirements and those in crisis situations. 				
Section 1. Personal Experience required to meet position objectives:					
Skills and Experience	<p>Essential</p> <ul style="list-style-type: none"> Culturally aware and sensitive to the needs and different perspectives of people from diverse cultures. Basic skills in oral and written communication with service users and other members of the public. Knowledge of established work practices and procedures relevant to social and community services. Experience working with people with disabilities, older people and people from diverse backgrounds. Superior people skills including an ability to stay calm under pressure and willingness and ability to resolve disputes and de-escalate situations. Excellent customer service skills. Well-developed solution-based communication skills, written and oral. Ability to work as part of a team and the ability to work unsupervised. Excellent time management including the ability to set priorities and work efficiently. Physically able to perform the duties as required. <p>Desirable</p> <ul style="list-style-type: none"> Computer literacy including cloud-based applications, Microsoft Office applications and use of databases such as Salesforce. 				

Formal Qualifications	<ul style="list-style-type: none"> Personal care qualification at the level of Certificate III in Individual Support or greater, such as Certificate IV in Disability or nursing studies or previous work experience in aged care, disability or nursing.
Pre-Employment Checks	<ul style="list-style-type: none"> VISA entitlement to work in Australia Current Victorian Drivers Licence. <p>The following requirements will need to be undertaken prior to commencement of employment:</p> <ul style="list-style-type: none"> Current Level 2 First Aid Certificate & Annual CPR Update Working with Children Check National Police Check International Police Check (if applicable) Disability Awareness Training Introduction to Privacy Training
Section 2. What are the areas of accountability?	
Responsibilities	<p>Service Output</p> <ul style="list-style-type: none"> <i>Assist Travellers Aid service users with care needs as directed by the service user and, where applicable, as outlined in their Client Assistance Plan.</i> <i>Provide high quality connection assistance and customer service to service users and the travelling public.</i> Provide accurate and relevant transport and tourism information. Assist in the selling of travel related products/services and process payments as required. Promote Travellers Aid services. Support the Travellers Aid's crisis travel related assistance objectives by offering all available help to clients in need, providing compassionate and common-sense solutions under the direction of the Site Supervisor and/or Service Innovation Manager. Assist Travellers Aid service users to gain confidence and build resilience to enable them to participate and remain engaged in the community. <p>Administration</p> <ul style="list-style-type: none"> <i>Contribute to accurate and timely record keeping in line with relevant organisational KPIs and Travellers Aid's policies and procedures.</i> Take service bookings over the phone, via email and in person and enter them in the relevant booking system. Maintain the general appearance, cleanliness and atmosphere of the Travellers Aid facility. This includes cleaning of showers, bathrooms, bedrooms and attending to laundry. <p>Leadership and Teamwork</p> <ul style="list-style-type: none"> <i>Positive contribution to team decisions and efforts, ensuring all commitments made are followed through and in line with Travellers Aid policies and procedures.</i> <i>Receptive and open to feedback.</i> Maintain a positive and constructive aura that promotes confidence in those around them. Display willingness to assist others, share relevant knowledge openly, cooperate and support the team.

Culture of Travellers Aid Australia	<ul style="list-style-type: none"> • Promote and encourage personal growth and effective communication. • Understand, support and live the policies and procedures of the organisation. • Ensure that own behaviour and that of others is in line with Travellers Aid values and behaviours.
Occupational Health and safety	<ul style="list-style-type: none"> • Be fully aware of occupational health and safety matters and expectations and raise health and safety risks as soon as becoming aware of them. • Demonstrate duty of care. • Ensure appropriate near miss and incident reporting and follow-up as required. • Participate in quality and safety audits as required. • Participate in relevant training and warden exercises. • Ensure own behaviour and that of others is in line with all safety requirements. • Note: Travellers Aid Australia has a Zero Drug and Alcohol tolerance for employees whilst undertaking employment tasks
Continuous Improvement	<ul style="list-style-type: none"> • <i>Actively participate in and contribute to continuous improvement activities and support their implementation in the relevant areas.</i> • Exercise initiative in identifying improvements to work processes. • Regularly discuss improvement opportunities with the team. • Embrace and adapt to change and new technologies.

Section 3. What attributes do we recruit for?	
Respect	Consistently acts with honesty and respect in line with Travellers Aid values; Demonstrate respect for others by giving them authentic positive attention, listening with positive attention, acknowledging them as fellow human beings, and providing appropriate recognition.
Empathy (sensitive / empathetic)	Having the ability to sense others' feelings and how they see things. The ability to take an active interest in their concerns and picking up on cues to what's being felt and thought. Listen attentively to understand the other person's point of view, and what they are experiencing.
End User Focus	Focusing efforts on discovering the needs of customers/service users and working to achieve customer satisfaction. Understanding the critical importance of delivering to the end user and the importance of service values and the link between job objectives/tasks and the customer.
Interpersonal / Engaging	The demonstrated ability to understand, interpret, respond to and predict individuals' concerns, motives, feelings and behaviours and to recognise strengths and limitations in others in the effort to get tasks done.
Flexible and Adaptable in dealing with others	The ability and willingness to modify own behaviour to reach a goal.
Deal with difficult situations (Calm under pressure)	The ability to work well under pressure; Remains calm in difficult situations and supports others in working through challenges Is able to diffuse tense situations and work to a sound resolution.
Problem Solving	Ability to ask the right questions and understand what a problem is and what needs to be done about it in order to rectify the problem. The maturity to take personal accountability in following through to ensure the problem is solved.
Works Independently / Unsupervised	Takes personal responsibility for setting and completing tasks, personal development and seeking support. Can monitor own progress and outcomes.
Strong verbal communication	Communicates clearly, professionally and appropriately; effective, clear, confident communication, active listening and supports others to do the same.
Willingness to learn	The willingness and ability to continually learn and update one's knowledge in an environment that is busy yet process driven and structured. Motivated to seek information and to apply this knowledge on the job. Able to share knowledge and learnings appropriately.
Teamwork	An intention to work co-operatively with others, to be part of a team, as opposed to working separately or competitively. Understands how own work impacts on others in the organisation and ensures quality standards are met and delivered consistently.

What do we stand for?

Respect for the individual is at the heart of what we do.

We empower people by providing choice, independence and freedom to travel.

We are compassionate to the challenges faced by others.

We are nimble and responsive to changing needs.

We enhance people's capacity to be their best and live life to the fullest.

Acknowledgement and Sign-Off Form

I have read this document and agree to undertake the duties and responsibilities as listed above to the best of my abilities and skills. I also acknowledge this profile is only an indicative indication of task and understand that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein, yet within or aligned to my skills set.

INCUMBENT SIGNATURE: