

| Position Description | | |
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| Job Details | | |
| Position Title: Client Care Officer | | Year: 2021 |
| Department: Client Care | | |
| Reports directly to: Senior Manager Community Care | | Direct Reports: <ul style="list-style-type: none"> Nil |
| Background Information | | |
| Qualifications | <i>Undergraduate</i> | |
| | <i>Postgraduate</i> | |
| | <i>Other</i> | |
| CatholicCare Western Sydney & The Blue Mountains Overview | | |
| <p>CatholicCare Western Sydney and the Blue Mountains (CatholicCare WSBM) is a not-for-profit that aims to serve the community of the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CatholicCare WSBM respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.</p> <p>CatholicCare WSBM provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.</p> <ul style="list-style-type: none"> • Child Education Services • Families, Counselling and Wellbeing • Disability and Aged • Homelessness • Community & Engagement <p>As a not for profit, CatholicCare WSBM relies significantly on funding and community support to be able to continue to make a difference in the lives of people who disadvantaged and less fortunate.</p> | | |

Working for CatholicCare Western Sydney & The Blue Mountains

CatholicCare WSBM's ability to provide high quality services to people who are disadvantaged is directly dependent on the experience, knowledge and professionalism of its staff.

With more than 200 employees and volunteers, CatholicCare WSBM employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CatholicCare WSBM is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. At CatholicCare WSBM we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

CatholicCare Western Sydney & The Blue Mountains Values

At CatholicCare WSBM, we expect everyone who represents our organisation to incorporate our values into every decision, interaction and action.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
 - **WE ARE AVAILABLE** with an open mind and heart
 - **WE BUILD TRUST** with integrity and respect
 - **WE ADVOCATE** with patience and passion
 - **WE PERSEVERE** with resilience and belief

Role Purpose

In this role, your primary focus will be inbound calls, as the first point of contact for clients, families, and the general community. You will need to use your customer service and problem-solving skills to provide guidance around the services and supports within CatholicCare via multiple mediums including phone, email, SMS and web.

You will be the first point of contact for all current and potential clients and staff across the breadth of service provided by CatholicCare. You will be provided with ongoing professional training and development to assess client's eligibility for services, identify risks and vulnerabilities, connect clients to specialist teams based on their needs, goals and requirements, assist callers to navigate funding systems and link them to suitable support services.

The role will also support the Scheduling Consultant/s establishing and maintaining rosters and service bookings to ensure that services are delivered efficiently and in line with client needs, allocated funding and Community Support Worker availability.

Key Responsibilities

- Act as the first point of contact for client and staff enquiries through multiple contact channels such as phone, email, web and social media
- Respond quickly and effectively to client enquiries in line with the Care Centre Framework, Quality Framework, processes, and performance targets
- Maintain a strong working knowledge of CatholicCare's services, funding mechanisms including basic eligibility requirements and assessment processes, and key contacts and sources of consumer information.

- Identify when customers may be feeling stressed, overwhelmed, confused, or frustrated by their experiences and initiate strategies to support the client to feel heard. If unable to resolve or deescalate seek the support of Intake or senior member of staff.
- Match client needs, goals and requirements to the appropriate referral, service or information pathway. Provide easily understood advice and information.
- Record relevant data and information in client relationship management systems and feedback and incident systems.
- Use multiple channels to connect with clients to follow up on prospective customers, answer enquiries, provide information, identify additional needs and conduct client satisfaction checks.
- Ensure accurate record keeping, filing and archiving of Client information in line with organisational procedures.
- Be responsible for liaising with key Service Coordinators and other stakeholders, to clarify information, including daily scheduling changes that occur with clients and staff
- Match community support workers to the participants, using their support profiles to ensure their needs are met.
- Respond in a timely manner to roster or scheduling of service queries, identify changes in client needs, liaise with service coordinator to triage changes in client service needs.
- Provided quality customer service to all calls/emails and enquiries.

Knowledge, skills, experience & compliance – Required to perform this role

- Good communication skills, both face to face and over the phone.
- Administration and reception skills with a minimum intermediate knowledge of Microsoft Office i.e., Word, Excel, Outlook.
- Experience working in a customer service environment.
- A strong attention to detail.
- Ability to work individually and in a team environment.
- Ability to negotiate and liaise with a diverse range of people and agencies in a confidential and culturally sensitive manner.
- Strong personal values and commitment to working within the ethos of a Catholic organisation.
- Strong knowledge of current Aged Care and Disability sectors including the National Disability Insurance Scheme (NDIS).
- Valid Working with Children Check.
- National Criminal History Check.
- NDIS Worker Orientation Module Training.

Personal Attributes

- Warm and welcoming personality
- Empathetic and no task too hard attitude
- Good team member with excellent written and verbal communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

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| Staff member's name (print): | | Date: |
| Staff member's signature: | | |

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| Manager's name (print): | | Date: |
| Manager's signature: | | |