

Position description

Title	Client Support Officer – Orange Door
Reports to	Team Leader Orange Door
Classification & Salary	SCHCADS Level 4 (plus super and salary packaging)
Employment Status	Fulltime, 12 month contract
Primary Location	Orange Door
Date	April 2022

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Client Support Officer provides a first point of contact for people accessing the services of The Orange Door (Support and Safety Hub). Operating within the Hub Support Team, the Client Support Officer will respond to face-to-face, electronic and telephone enquiries from members of the public and partner agencies, providing responsive and timely advice and connections to services. The position will work closely with the Hub workforce to address client needs at first contact and provide tailored responses to client enquiries.

Key Responsibilities

- Support the Hub Manager and broader Hub employees in delivering client-focused objectives as aligned with strategic policy directions for Good Shepherd
- Exercise advanced interpersonal communication skills in response to diverse presentations of client needs, including sensitivity to changes in behavioural presentation and indicators of risk and aggression.
- Provide a clear description of the services provided by the Hub, and provide timely and up-to-date information, in response to phone, e-mail and face-to-face enquiries.
- Identify client pathways within the internal Hub environment, and support client access to the relevant services and team members.
- Actively develop and maintain effective working relationships across the Hub workforce.

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- Respond effectively to clients from diverse communities to ensure an inclusive and responsive approach.
 - Comply with OH&S and emergency procedures, in line with the Good Shepherd Policies and procedures.
 - Provide administration support, including ascertaining and maintaining client information, stakeholder and community service organisation communication, and general administrative duties.
 - Keep accurate and complete records of work activities in accordance with legislative requirements and the Victorian Government's records, information security and privacy policies and requirements.
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Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
 - Maintain agreed quality standards
 - Maintain OH&S standards at all times
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Qualifications, Experience and Mandatory Requirements

- A tertiary qualification in fields similar to community services, health administration or business management would be desirable
- Demonstrates an understanding of the complex nature of family violence including the gendered nature of family violence, as well as sensitivity to the behavioural outcomes of experiences of violence and trauma
- Experience working from a child centred approach, and more broadly working with vulnerable people in a service delivery environment
- An understanding and commitment to Child Safe Standards
- A satisfactory Police Check/International Police Check
- A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Communication: Good communication and interpersonal skills with a client focus, with the ability to respond sensitively and effectively to clients presenting difficult behaviours; and able to apply active listening skills and de-escalation strategies.
2. Self-management: displays personal drive and Integrity. Accepts responsibilities for own actions; focuses on the most important goals; has a realistic and balanced view of own strengths and weaknesses; recognises own feelings and personal prejudices and understands why they occur.
3. Customer Service: provides high quality, supportive and effective service delivery Ability to work alongside team members and build strong working relationships.
4. Teamwork: Demonstrated ability to work with a multidisciplinary team including multiple stakeholders across different agencies; Demonstrated ability to work in a team environment whilst working autonomously to deliver results within specified timeframes set to meet client expectations.
5. Planning and Organisation: demonstrates competent administration and organisational skills, including database entry and records maintenance; takes an organised, methodical approach to work; holds work to a high standard and pays close attention to detail.

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
 - A current national Police Record Check
 - A current Employee Working with Children Check (WWCC) or state equivalent
 - Proof of the right to work in Australia
 - Evidence of Covid-19 vaccination, or medical exemption
 - You may be required to obtain particular vaccines or immunisations in order to perform the Inherit requirements of this position. This Includes but Is not limited to the COVID-19 vaccine/Immunisation
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The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.