

Name:
Position
Title: Customer Service & Support Officer
Manager of Onsite Customer Support
Reports to:
Direct reports: General Manager of Operations,
Manager of Onsite Customer Support, Onsite Services
Key Relationships: Coordinator, Operations Manager of Child and Family Services, Facilities Manager, Housekeeping & Catering Supervisor, Human Resources team, Head of Child and Health services

Royal Far West is a Manly based non-government organisation that provides multidisciplinary health and wellbeing services for children from rural and remote NSW with developmental, behavioural, learning and mental health difficulties.

Royal Far West Mission

To improve the health and wellbeing of children and young people who live in rural and remote communities.

Royal Far West Values

Caring: We show genuine care, compassion and interest in our families, our partners and each other. We listen, recognise and support each other's needs and celebrate our differences.

Passionate: We go the extra country mile for our families, partners, communities and for each other. Improving the lives of country kids and giving them a voice, inspires and energises us to bring our best selves to work every day.

Impact: We are committed to creating positive and lasting change. We are accountable and solutions focused, harnessing our knowledge and capabilities to think creatively, adapt and solve problems responsibly.

Connected: We are deeply connected to our purpose, with our feet in the sand and our hearts in the bush. We build meaningful relationships by collaborating openly and honestly. We work as a team with our families, partners, communities and each other.

Through our Innovate RAP and workforce participation, we are committed to ensuring we provide culturally responsive and accountable health, education and disability services to First Nations children, families, organisations and communities. Reconciliation informs our clinical service models and is an important part of our organisational strategy and how we live our values of Caring, Connected, Passionate and Impact.



Customer Service & Support Officer

Purpose of the Position

This position serves as the welcoming front-face of RFW and is the primary contact for our client families and internal/external customers using our accommodation and onsite facilities.

The Customer Service & Support Officer plays a pivotal role in delivering welcoming, trauma-informed care to client families and ensuring a seamless experience during their stay. Responsibilities include offering comprehensive 'wrap-around' support, coordinating transportation between accommodation and CCK, addressing administrative needs, monitoring well-being, and maintaining effective communication with relevant teams to contribute to overall family support.

The position also involves managing Corporate Reception and providing attentive customer service to both internal and external customers.

Responsibilities entail assisting with telephone inquiries, postal and courier services, department administrative requests, and facilitating movement within the building for guests and visitors.

The ideal candidate for this role possesses empathy, motivation to provide supportive service, strong organizational skills, computer literacy, a positive demeanour, excellent customer service and communication skills, and the ability to work independently.

Essential Criteria

- Strong communication and interpersonal skills, demonstrating a caring empathetic approach.
- Excellent customer service skills, and experience in effectively engaging with a diverse range of personalities from various socio-economic, cultural, and adverse backgrounds.
- Proficient IT skills, including MS Office and familiarity with booking systems and software.
- Strong organizational skills with ability to work autonomously, meet deadlines and multitask.
- Positive and professional demeanour.
- Flexibility, adaptability, and a willingness to learn and undertake new responsibilities.
- Availability to work on a rotating roster which includes evening shifts and weekends.
- Capability to work independently as the sole employee onsite at the accommodation facility.
- Competence in managing situations independently.
- First Aid qualified or willingness to become qualified.
- Obtain NDIS Worker Check
- Obtain NSW Worker Check
- Hold a valid drivers licence

Customer Service & Support Officer

Desirable Criteria

- Experience and/or qualifications in the healthcare, childcare, community service, or education sector
- Prior "Front of House" experience in an accommodation facility
- Proven ability to build rapport with staff, visitors, and clients.
- Familiarity with RMS booking system and medical records systems.

KEY RESPONSIBILITIES

1. Technical Skills

Managing Corporate Reception:

- Provide excellent customer service to external visitors, suppliers, and tradesmen.
- Receive and direct incoming calls.
- Manage visitor car parking access and bookings.
- Greet and manage visitor access, liaising with relevant staff members.
- Manage incoming and outgoing mail and deliveries.
- Assist RFW departments with administration as required.
- Maintain the presentation and appearance of the ground floor foyer area.
- Develop comprehensive knowledge of relevant systems.
- Execute the "duress process" as per policy.
- Perform other duties within the skills, competence, and training of the position holder.

Family Support and client services:

- Build rapport with clients, assess client and family needs during the stay, identify and address potential risks, providing additional support for families as needed.

Customer Service & Support Officer

- Develop comprehensive knowledge of specific systems (currently RMS, EMR, IPTAAS).
- Finalize room reservations, handle financial transactions, lodge claims for travel and accommodation reimbursement.
- Manage requests or inquiries during clients' stays.
- Facilitate transport between accommodation and RFW, including driving the RFW minivan when required.
- Contribute to the weekly Client Report, outlining pertinent details to support their needs and ensure safety and well-being on-site.
- Collaborate with RFW school staff and multidisciplinary teams to ensure a cohesive and supportive experience, providing nightly reports on client well-being.
- Maintain accurate documentation and communication, providing relevant information for the management of their care.
- Perform other duties within the skills, competence, and training of the position holder.
- Assume sole responsibility for overseeing and managing all emergencies and incidents at the accommodation facility and demonstrate confidence in providing support and managing issues.

2. Professional Development

- Participate in identifying professional development and training needs and attend professional development activities.
- Attend all mandatory training sessions provided by the organisation and be actively involved in other training and development as required.
- Evaluate own performance to identify strengths and areas where professional growth can occur.

Customer Service & Support Officer

3. WHS	<ul style="list-style-type: none">- Report any incidents/hazards within 24 hours via the incident reporting tool on LUCY.- In the event of a workplace injury occurring, cooperate fully with the Return to Work Coordinator, Manager and treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehab program.- Comply with WHS statutory requirements and local WHS policy, programs and procedures.
4. Communication	<ul style="list-style-type: none">- To foster and develop robust relationships with both internal and external stakeholders. Internal consumers, carers, clinical & administration support staff with RFW and RFW School staff. <p>External - rural and remote service providers (as required)</p> <ul style="list-style-type: none">- Maintain effective communication with all staff and relevant organisations.- Adapt communication style and identify strategies to improve communication effectiveness.- Ensure management is made aware of any significant issues/incidents in a timely and appropriate manner.
5. Risk Management	<ul style="list-style-type: none">- Adhere to Royal Far West's policies and procedures, ensuring that services are provided in accordance with Royal Far West's policies and procedures.- Ensure that all data reporting requirements associated with the position are complied with.- Maintain professional standards in accordance with relevant professional body.- Maintain a high standard of administrative procedures and professional and ethical practice both individually and as a member of the team.- Ensure confidentiality in accordance with professional standards and RFW policy.- Understand, adhere to and respect clients' rights to confidentiality, privacy and dignity.

Customer Service & Support Officer

6. Quality Improvement

- To participate at a senior level in the development, implementation and review of policy, procedure and clinical practice standards related to the delivery of Infection Control.
- Contribute to the Accreditation process, including identifying, developing, implementing and evaluating quality improvement activities in relation to Medication Safety, infection control, risk assessments and in consultation with the multidisciplinary team contribute to review and enhancement of behaviour management plans for clients attending RFW.
- To support the enhancement of the scope of practice of RFW paediatric Clinical Registered Nurses.
- To provide expert clinical guidance in the planning, development, review and implementation of clinical services in particular in relation to the PDP redesign project.
- To recommend to service managers potential changes in models and methods of service delivery and service provision, based upon critical analysis of evidence and research findings related to measurable gains and outcomes for clients accessing Health Services at RFW.
- Provide monthly reports of CNC/CNS activities and achievements in accordance with the domains of the CNC/CNS role, including strategies, action and evaluation.

Customer Service & Support Officer

Royal Far West Authorisation

Customer Service & Support Officer

Authorised by:

General Manager – Operations

Employee Declaration

I have read this Position Description, I understand the position requirements and position demands and agree that I can fulfil its function to the standards outlined.

I agree to comply with all relevant policies.

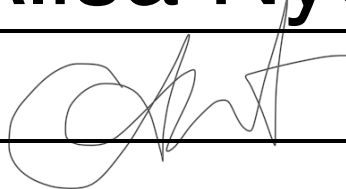
I understand that other duties may be directed from time to time and that I may be required to work in any area under the jurisdiction of the Board of Royal Far West.

I also agree to strictly observe the policy on confidentiality of information of staff and client information and other sensitive or confidential information that I may come across in the course of my employment.

I am not aware of any reason, which might interfere with my ability to perform the inherent requirements and demands of this position.

Employee Name: **Alisa Nyquist**

Employee Signature: _____



Date: 10.06.25

Customer Service & Support Officer