

Community Services Consultant



The purpose of this position

The **purpose** of the position is to act as a first point of contact for customers connecting with the Support Centre in a way that aligns their experience to the Support Centre Customer Experience Vision and ensures they receive the right information, advice, and connection to relevant external support services and third party.

About the position

- This position is part of is within Ageing & Carers directorate.
- This position **reports to** the Team Leader.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position may be advertised externally as Community Services Consultant.
- This position may be offered as an indigenous identified role where a vacancy exists, and the role is required.
- The position is a **Choose an item.** level of the Capability Framework.

Key areas of responsibility

- Act as the first point of contact for consumer enquiries through multiple contact channels such as phone, email, web, and social media.
- Respond quickly and effectively to consumer enquiries in line with the Support Centre Customer Experience Vision and relevant processes and performance targets.
- Maintain a strong working knowledge of The Benevolent Society's services, funding mechanisms including basic eligibility requirements and assessment processes, and key contacts and sources of consumer information.
- Provide accurate and timely advice, information and referral to external support services and referral agencies in an effortless way.
- Use human-centered and strength-based techniques to build relationships with consumers to enable initial assessment to be completed, to ensure that their needs and goals are understood and to assist them in the decision-making processes.
- Adopt the support centre's service connection procedure and use knowledge management resources, platforms, and processes to support customers.
- Record relevant data and information in customer relationship management systems and feedback and incident systems.
- Follow up referral outcomes and support received by consumers to ensure consumer needs are met and excellent customer service are provided.
- Identify when a customer may be at risk and escalate to the Team Leader or specialist team for follow up.

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Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Customer experience is delivered in line with the Support Centre's Customer Experience Vision and Quality Framework and TBS Service Models are implemented.
- Customers are attracted to The Benevolent Society and report high levels of satisfaction with their experiences.
- Customers are matched to the right services and information the first time.
- The quality of the first point of contact translates to customers engaging with TBS Services.

Key Criteria

Essential

- Certificate III or IV or a Diploma In aged care, community care, disability services, community services or related area would be an incredible advantage.
- Demonstrated experience working in an organisation that provides health or community services would be an incredible advantage.
- A passion for the customer and creating a customer experience people want to talk about.

Desirable

- Strong emotional intelligence and the ability to create an experience where a caller quickly feels heard and comfortable, often at a time when the caller may feel emotional, confused, or frustrated navigating systems, they may not understand in either a call centre or high-volume call environment.
- Demonstrated experience using a customer relationship management system.
- Ability to maintain an excellent working knowledge of a broad range of services and quickly match that knowledge to customer needs.

People who know this position say that

People who know this position say the things that might make your day are:

- Having a customer who felt confused, frustrated, or overwhelmed when contact began, finish the contact feeling heard and that they have the right information or referral to go forward.
- Providing a great customer experience that directly relates to the customer using The Benevolent Society's services.
- Being able to identify and suggest solutions that meet customers' needs.

People who know this position say some key challenges you might experience are:

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- Being able to provide advice and information on sometimes complex funding and access requirements in a way that customers can understand.
- Maintaining self-care, especially when supporting customers who are experiencing confusion, frustration, and other strong emotions.
- Maintaining your knowledge of services and the sector in what can be a complex operating and regulatory environment.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| ☐ Overnight travel/stays. | ☐ Weekend work. |
| ☐ Travel between office locations/regions. | ☒ Evening work. |
| ☐ Travel to clients (varied locations). | ☐ Special event support. |
| ☐ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☐ Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Operational Services
- Support Centre Teams

Outside The Benevolent Society:

- Consumers, their families and carers
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and complaint agencies