

Position Description

Position Title:	Client Services Officer
Service/Program:	Operations
Approved By:	General Manager Operations
Date Effective:	January 2015

Our Organisation

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with more than 75 years' service delivery experience. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. We provide services across metropolitan Melbourne and regional Victoria, through a network of centres, outreach locations and via telephone and telehealth.

Our Values

Inclusiveness, respect, integrity, transparency, accountability, effectiveness, innovation and compassion.

Position Purpose

The purpose of this position is to enhance the reputation of Relationships Australia Victoria (RAV) by ensuring any person who is in contact with the organisation is responded to in a helpful manner ensuring their needs are met.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA), but otherwise, would be covered by the Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010.

Position Specifications

Reports to	Centre Manager
Direct reports	Nil
External relationships	Centre suppliers
<i>Note: Reporting arrangements may change from time to time to meet business requirements</i>	

Position Summary

The Client Services Officer supports Centre management and staff, providing organisational and administrative support, enabling the Centre to provide high quality service to clients. Ensuring alignment with RAV policy and procedures, the role provides an array of administrative support.

The key activities of the Client Services Officer involve continual client contact, receiving and directing incoming phone enquires and attending to walk-in clients. The incumbent will need to ensure efficient coordination of all appointments is maintained, deal promptly with postponements and cancellations and prepare documentation pertaining to new client information. (This involves undertaking a basic assessment of service needs). Receiving and posting payments and accounts, petty cash, daily banking, data entry and general office housekeeping are other responsibilities involved.

A high level of customer service is required, as well as the ability to take on organised and responsive approaches in the workplace. In an environment of continuous organisational change, the role also holds responsibility for contributing to improvements in administrative systems thus assisting in organisational efficiency. Confidentiality and professionalism are essential to the role.

Position descriptions are regularly reviewed to ensure they meet RAV's needs. These may be changed by general or department managers, and/or the Chief Executive Officer at any time. Current position descriptions are accessible at any time on SharePoint.

Key Result Areas (KRAs)

Area	Tasks
Client contact	• Provide an efficient, welcoming first point of contact for actual and potential clients, enabling clients to access and receive professional services from the centre and referrers. • Effectively manage face to face and telephone client contact. • Undertake an initial basic assessment of client needs to ensure referral to appropriate RAV services. • Handle emergency client situations and matters with empathy and professionally to provide quality professional services. • Demonstrate an appropriate level of verbal and written communication skills, using empathy etc. as required, to assist clients and provide a high level of quality service to clients, • Schedule appointments effectively and efficiently for practitioners. • Refer to other services, where appropriate • Make decisions regarding the urgency of individual client needs and appointment scheduling, in consultation with the CSC and clinician if appropriate.
General Administration requirements	• Apply the RAV fee scale and ensure that all client fees are charged where appropriate • Ensure accurate cash management • Perform general administration tasks ie. creating and sending client letters etc. • Order when required by the Client Services Coordinator (CSC), stationery and related goods for the Centre, • Open and process incoming and outgoing mail for the centre, • Complete filing as required for administration and the centre, • Assist with any Centre related facility needs, if required by the CSC.
Confidentiality and Data Management	• Ensure all data-entry regarding clients and administration is input to our Client Relationship Management System (CRM) in a timely manner • Demonstrate awareness and understanding of administrative and financial policy and procedures, • Accurately maintain all financial and statistical data in CRM • Maintain a high level of discretion and confidentiality in relation to client needs and services.
Policies procedures and systems	• Comply with policies, procedures and systems as required. • Model the organisation's values and contribute to the workplace culture. • Identify, communicate, report OHS related risks and hazards within the workplace.
Continuous improvement	• Demonstrate commitment to team / centre objectives and strategic priorities. • Identify, develop and support new initiatives, quality, continuous improvement activities to support organisational requirements.
Other	• This position description is not an exhaustive list of responsibilities. • Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position. • You are expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessary due to business, workplace, service changes.

Key Performance Indicators (KPIs)

- Provision of an efficient, effective and welcoming first point of contact for actual and potential clients with complex needs.
- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work.
- Maintain a high level of discretion and confidentiality.
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes and communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.

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- Have a considered appreciation of differences in culture, religion and sexual orientation, and a willingness to work respectfully and flexibly with such differences.

Key Selection Criteria (KSC)

Mandatory KSC:

- Office Administration certificate and/or previous experience in a similar administration capacity.
- Proven experience answering high volume inbound calls, delivering high quality customer service, ideally within a medical or health care related environment.
- Demonstrate a high level of skill in dealing with clients with complex needs in a supportive, empathetic and effective manner; to remain calm under pressure, problem solve and make effective decisions in potentially stressful situations.
- High level of confidentiality to ensure client personal and financial information is maintained.
- Proven track record in managing priorities, organising priorities with excellent attention to detail
- Competent in the Microsoft Office suite and the ability to pick up new programs and business systems with ease.
- Team player with the ability to work autonomously when required within a small team.
- Candidates with demonstrable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory completion of a National Police Check, International Police Check (if applicable) and Working with Children check (if required).

Desirable KSC:

- Previous experience in a receptionist, client or customer services related role.
- Experience working in a role with culturally and linguistically diverse clients, stakeholders and staff (preferable).

We encourage applications from First Nations peoples, people from under-represented culturally and linguistically diverse backgrounds, people from lesbian, gay, bisexual, transgender, intersex, queer, asexual (LGBTIQ+) communities, and people living with disability.



We acknowledge the First Nations and Torres Strait Islander peoples as the Traditional Owners of the lands and waterways of Australia. We support Aboriginal people's right to self-determination and culturally safe services. We recognise the lifelong impacts of childhood trauma. We recognise those who had children taken away from them.