

POSITION DESCRIPTION



Position: Client Support Officer – Scheduling and Support

Position Level: Community Services Worker classification level 3 (as per Northside’s Enterprise Agreement)

Reports to: Manager (Aged Care)

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.

Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

Values:

Courage

Integrity

Choice

Innovation

Collaboration

POSITION OBJECTIVE

Under the direct supervision of the Aged Care Manager, the Client Support Officer – Scheduling and Support will be the first point of contact for Northside Community Service (Northside) to assist clients with their enquiries providing efficient customer service and administrative support for the Aged Care and Inclusion (ACI) Team. The role is critical to ensuring that individuals engaged in ACI activities receive accurate, timely and consistent services and support. This role is also pivotal in ensuring the rostered staffing team receive accurate, timely and relevant information about the requirements of the individual clients they are working with each day.

KEY RESPONSIBILITIES AND DUTIES

- Provide support for all on-shift staff in the team, including (but not limited to):
 - First point of call for staff on shift and participating in a daily service engagement including troubleshooting and managing client feedback for ACI team.
 - Share responsibility for the development and maintenance of efficient and effective rosters for staff within the team.
 - Provide operational support to staff, including approval of rostered shifts to ensure accurate information is provided for reporting and payroll processing.
 - Support the coordination and monitoring of staff meetings and training to ensure team skills are up to date and meet industry standards.
 - Support implementation of Work Health and Safety compliance to meet or exceed industry standards, including tracking, auditing and supply management.
 - Collating and monitoring of service outputs for monthly internal reporting and six-monthly contractual requirements and other reporting as required by the ACI Coordination team.
 - Support the administration of the client financial acquittals and invoicing requirements.

Reviewed by HR

Review Date

23/05/2022

- High-level customer service and support for ACI clients, including but not limited to:
 - Key point of contact for all enquiries (electronic, phone and face to face), including answering calls, making bookings and directing enquiries for ACI services, and other tasks as identified by the ACI Coordinators.
 - Work closely with internal teams and external referral agencies to provide clients with services that meet their needs.
 - Deliver a streamlined introduction process for the intake and onboarding of new clients in accordance with client directed care (CDC) principles.
 - Administer transport and home support enquiries using relevant Client Management System (CMS) by:
 - acting as a central intake point for coordination and rostering.
 - acting as an enquiry point for current and potential clients.
 - tracking and scheduling ongoing client service reviews.
 - Ensure client information is maintained in a timely, accurate and confidential manner within Northside’s client management database.
 - Maintain positive client experience including being the key point of contact for complaints and client feedback.
 - Complete joint work with the ACI Coordination team to improve the client experience and streamline service delivery processes and systems.
- Work as a member of a multi-disciplinary team including flexible on-call, work rotation within Northside’s operations, and attending meetings as required.
- Provide high quality and consistent customer service to all internal and external stakeholders and provide a climate of hospitality and welcome to clients and visitors by presenting a personal image of warmth, service and professionalism.
- Develop and maintain a firm understanding of Northside’s ACI services.
- Undertake other relevant duties as directed, consistent with the employee’s skill, competence and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated experience in providing exceptional coordination support and customer service, preferably in community services, Aged Care or similar environment.
2. High-level written communication skills and computer literacy, ability to prepare reports, record keeping, and correspondence to a high standard for a range of audiences.
3. Demonstrated ability to coordinate tasks and manage time and competing priorities.
4. Experience in cash handling and preparation of banking.
5. Strong work ethic and keen interest to learn.
6. Demonstrated ability to work collaboratively as part of a team, or independently, to prioritise and undertake duties.
7. Highly organised, professional, ethical and mature approach to work.

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QUALIFICATIONS AND/OR TRAINING

- Associate diploma in Business Administration, Community Services, Aged Care or similar field with relevant experience (minimum 1 year); or
- Relevant certificate in Business Administration, Community Services, Aged Care or similar field with substantial relevant experience (minimum 3 years).
- Full driver's licence.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer
- Regular lifting, manual handling tasks
- Able to work some evenings, weekends & public holidays.
- Able to work some on-call time.
- The position may require the use of personal vehicle to deliver Northside services.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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