

Job Description

Team Member

ac.care
opportunities for life... for country people

Job Title: Client Service Officer

Department: Corporate Services

Award: Social Community Home Care & Disability Services Award

Classification Level: 2

Reports to (title): Site Manager

Direct Reports: Nil

About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

About the Job

The Client Services Officer (CSO) is critical to providing excellent outcomes to people requiring ac.care's services and other important stakeholders. In many instances the CSO will be the first point of contact with ac.care. As such the CSO will work collaboratively as a team member within the organisation to deliver a comprehensive range of information, referral and support services in the Limestone Coast, Murraylands and Riverland.

The CSO supports clients and community members seeking to access ac.care support services through positive communication and developing strong relationships. The CSO is the vital link between clients and support workers in a dynamic team environment.

The role is responsible for the effective administration of the site reception area including the management of room bookings, processing referrals and coordinating an effective client focused response.

Key Outcomes

Job responsibilities

- Contribute to a highly structured work environment by providing a first point of contact for client enquiries including referrals to other agencies and internal programs
- Provide effective administration of the site reception area including management of room bookings, processing referrals and coordinating client focused response.
- Provide support services to internal programs as required.

Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.
- Actively participates in consultation about work, health and safety issues.

Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical

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- Identifies and reports hazards and incidents and identifies risk controls where appropriate.
- Conduct and record keeping within legislative requirements.
- Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
- Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

Special Conditions

- Hold a current SA drivers' licence 'Class C' or interstate equivalent
- Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
 - Working with Children Check
 - National Police Check
 - Psychological Suitability Assessment
 - Medical or Functional Assessment
- Out of hours work may be required from time to time.
- Client transportation required and/or client visitation outside of the office required
- Intra and interstate travel may be required

Key Selection Criteria

Essential

- Tertiary or formal qualifications and/or demonstrated experience in customer service or business administration.
- Demonstrated experience in identifying client needs, selecting the best solution to address those needs and following up to ensure client resolution.
- Demonstrated experience applying confidentiality and privacy and being sensitive to the needs of others, in a welcoming and non-judgemental environment.
- Highly developed skills and demonstrated experience in negotiation and liaison using conflict resolution, mediation and advocacy skills.

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- Highly developed communication skills (listening, verbal and written), including the ability to establish rapport and maintain positive relationships with clients from diverse backgrounds and other service providers.
- Demonstrated experience in working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.
- Demonstrated commitment, drive and initiative, with the ability to work independently within established routines and procedures.
- Demonstrated practice in managing time, setting priorities, planning and organising work and that of other staff and/or volunteers where supervision is required.
- Advanced skills in Microsoft Office e.g. word, excel, PPT, outlook and data entry
- Demonstrated experience in customer service, reception and/or office administration addressing the needs of internal and external clients.
- Highly developed skills in self resilience and reflection
- Understanding and compassion for people of varying backgrounds including those who've experienced significant trauma or who are vulnerable due to issues of poverty, homelessness, sexuality, alcohol and other substances or mental health
- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others.

Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Current 'Provide First Aid' certificate or willingness to obtain in accordance with ac.care policy.
- Demonstrated experience in managing compliance with access and equity issues relevant to clients through the provision of appropriate and accessible information, support, and advisory services.
- Demonstrated use of self-reflective practices to identify and manage own emotional responses to staff and/or clients being supported e.g. self-awareness, open



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Competencies



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Competency	Behavioural Indicators
Shapes strategic thinking	<ul style="list-style-type: none">Align own work activities to ac.care strategic goalsDemonstrate responsibility for achieving results and agreed targets
Achieves results	<ul style="list-style-type: none">Be productive, prioritise work through effective planning, monitoring and time managementIdentify causes for lack of success, which may or may not involve yourself, and take action to ensure future successParticipate in team decision making and achievement of outcomes
Drives business excellence	<ul style="list-style-type: none">Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of workingSupport new system improvement initiatives and technologies
Leading self and others	<ul style="list-style-type: none">Exercise situational leadership through sharing ideas and actions that drive improvementsShare skills, knowledge and encourage others to learnConsider how your actions and interpersonal style and words may impact others
Builds relationships and engages others	<ul style="list-style-type: none">Collaborate with others to achieve shared outcomes, shared ideas, approaches or insightsListen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs

EMPLOYEE ACCEPTANCE

I acknowledge that I have read, understood, and agree to the job description.

Date: Signature:

