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| http://connect.calvarycare.org.au/Resources/Marketing/New%20Logo%20Library/Calvary_Refresh_Logo_Main_Stacked_RGB_Small.jpg | Client Services Officer (Service Support) - Position Description [calvary community care]Version: 1.1 |

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| **Position Title:** | Client Services Officer (Service Support) |
| **Position Number:** | TBC | **Cost Centre:** |  |
| **Site/Facility:** | Calvary Home Care  |
| **Department:** | Operations |
| **Enterprise Agreement** | Calvary Home Care Services Limited Support Worker and Administrative and Operational Employees (South Australia and Northern Territory - excluding Tiwi Islands) Enterprise Agreement 2022  |
| **Classification:** | Enterprise Agreement  |
| **Reports To:** | General Manager |
| **Date of Preparation:** | November 2017 | **Date Updated:** | September 2023 |
| **Primary Purpose** |
| The purpose of the Client Services Officer (Service Support) is to co-ordinate all after-hour and over flow inbound enquiries for National Calvary Home Care (CCC) Service Centres. Primarily, the role will deliver a high level of customer service, giving employees, clients and their families a prompt, positive, respectful and well informed experience upon each CCC interaction. The Client Services Officer (Service Support) will strive to resolve each interaction in the first instance and, in instances where this isn’t possible, provide a timely, detailed and consistent handover to the appropriate area of the business. Performance of the Service Support Client Services Officer is measured through: call handling efficiency (including hitting targets for speed of answer, low abandon rates and on-hold times), customer satisfaction levels, capturing & categorising enquiry types and the rate of enquiries resolved first time. |
| Organisational Environment |
| At LCM Health Care our vision as a Catholic Health, Community and Aged Care provider is to excel and be recognised as a continuing source of healing, hope and nurturing to the people and communities we serve. Our Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services in both rural and metropolitan areas across Australia.As the Community Care arm of Calvary, Calvary Home Care provides services to support people to live independently at home and actively participate in community life. Our services include the Commonwealth Home Support Program (CHSP) Packages, Veterans' Home Care (DVA), DVA Community Nursing Program, Respite Care and Community Housing.  We provide services 24 hours a day seven days a week, in ACT, NSW, NT, SA, TAS and VIC. |
| Accountabilities and Key Result Areas |
| ***Community Engagement:**** Establish and build rapport with all inbound enquiries to Calvary Home Care;
* Understand and aim to resolve each enquiry first time;
* Adhere to timeframes for following up and resolving any open enquiries which have been escalated or which are awaiting input from Service Centre colleagues;
* Effectively manage the length of all calls;
* Maintain an exemplary level of customer service across all interactions, including in the handling of client support services for themselves or a family member and client complaints.

***Service Development & Innovation:**** Provide consistent and up to date information about Calvary Home Care, Aged Care and disability services;
* Contribute to service support process improvement including accurately capturing, categorising sand recording each enquiry type;
* Record detailed and accurate notes on all enquiry interactions, including timely, detailed and consistent handovers;
* Identify opportunities to improve business processes with a view to enhancing the customer experience at all times;
* Support reporting activities to senior managers.

***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements;
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect;
* Practice within a wellness framework to facilitate customer autonomy and independence;
* Demonstrate cultural awareness through practice.

***Wise Stewardship**** Respond to all enquires with a positive and professional attitude and within designated timeframes;
* Accuracy in call type capturing and data entry pertaining to client accounts and internal handovers in accordance with policies and procedures
* To understand, respect and practice confidentiality in relation to clients, employees and the organisation

***WH&S Responsibilities*** * Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outlined in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet).
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| **Key Relationships** |
| Internal: | * Service Coordinators
* Case Managers
* Other area Client Services Officers
* Care Advisers
* Support Workers
* Clients and family members
* Payroll, Accounts and Purchasing
* Reception and Administration employees
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| External: | * Clients and family members
* Brokerage agencies
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| **Position Impact** |
| Direct Reports: | * NA
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| Budget: | * NA
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| Competencies | * Strong customer service skills
* Attention to detail
* Managing and Measuring Work
* Relationship Building
* Customer Focus
* Teamwork
* Interpersonal Savvy
* Operational Awareness
* Results Orientation
* Initiative
* Self-Development
* Flexible and Adaptable
* Composure
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| Selection Criteria |
| * Operational experience in a contact centre environment;
* Experience in Community and Aged Care sector;
* A problem-solving style with the ability to troubleshoot and be solutions focused;
* Strong familiarity and understanding of telephone systems;
* A friendly, engaging and inclusive phone and email manner;
* Strong digital literacy and data entry skills and proficiency in using telephony software, and database programs (Gold Care);
* Excellent written communication skills;
* A passion for helping people in need;
* Commitment to work within the mission and vision of Calvary.
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |