|  |  |
| --- | --- |
|  | Position Description  Version: |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Position Title:** | | Client Services Coordinator | | | |
| **Position Number:** | |  | **Cost Centre:** | | Various |
| **Site/Facility:** | | Calvary Community Care – Head Office | | | |
| **Department:** | | Operations | | | |
| **Enterprise Agreement** | | Calvary Home Care Services Limited Support Worker and Administrative and Operational Employees (Victoria) Enterprise Agreement 2021 | | | |
| **Classification:** | | Enterprise Agreement | | | |
| **Reports To:** | | Client Services Manager | | | |
| **Date of Preparation:** | | April 2022 | **Date Updated:** | | April 2022 |
| **Primary Purpose** | | | | | |
| To work within a specified service area, to provide the office/ telephone liaison between clients, care employees, Case Managers and families to ensure that all client care and service requirements/issues are acted on, that all services requests are scheduled, that all actions are communicated to the relevant personnel and that all services are correctly verified when completed | | | | | |
| Organisational Environment | | | | | |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres  Calvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).  As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.  Calvary Community Care is a leading community care provider operating across Australia. With more than 2,000 employees across 20 sites, Calvary Community Care provides a diverse range of community care services including domestic assistance, respite, personal and Aged Care. | | | | | |
| Accountabilities and Key Result Areas | | | | | |
| ***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.   ***Excellence in Service Delivery:***   * Demonstrate the philosophy of responsive, flexible service provision through scheduling matched employees to clients, on a regular basis for continuity of care and at the clients’ preferred times wherever possible; negotiating agreed alternative times if not. * Have all service and scheduling data accurate and up-to-date, to facilitate timesheet verification, which in turn ensures that employees are correctly paid and are clients correctly invoiced for serviced received.   ***Excellence in Service Development:***   * Contribute to the ongoing monitoring and review of quality systems, e.g. emailing Opportunity for Improvement OFI suggestions, ideas to improve documents and processes. * Represent the organisation in a positive and responsive manner in all dealings/contacts with internal and external clients.   ***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 outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet) | | | | | |
| **Key Relationships** | | | | | |
| Internal: | * Service Coordinators * Case Managers * Other area Client Services Coordinators / Client Services Officers * Care Advisers * Support Workers * Clients and family members * Payroll, Accounts and Purchasing * Reception and Administration employees | | | | |
| External: | * Clients and family members * Brokerage agencies | | | | |
| **Position Impact** | | | | | |
| Direct Reports: | NA | | | | |
| Budget: | *NA* | | | | |
| Selection Criteria | | | | | |
| **Essential**   * COVID-19 vaccination is a mandatory requirement unless assessed exempt. * Operational experience in a contact centre environment; * Familiarity of Community Care (both Aged and Disability) 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. | | | | | |
| Approvals | | | | | |
| Job Holder’s signature: | | | | Date: | |
| Manager’s signature: | | | | Date: | |