



Position Description

Position Title	Client Services Officer
Position Number	Various
Division	Community Strengthening
Department	AccessCare
Team	Home Support Team
Position Status	Full time Permanent
Classification	Band 4
Position Reports to	Team Coordinator
Position Supervises	Nil
Date Reviewed	March 2024

Position Objective

AccessCare provides community care, case management and care packages for people who are older, have a disability and/or other complex care needs, their carers or those who are (or are at risk of becoming) homeless. AccessCare is funded by the Commonwealth and Victorian governments to provide services to improve quality of life and support people to continue living at home in the Local Government Areas of Kingston, Bayside, Glen Eira, Stonnington and Port Phillip. In an environment of sector reform, AccessCare's purpose is to set the standard in a new era of community care.

The Client Support Officer role is to undertake the daily operational functions within AccessCare, particularly in relation to the provision of rostering support to ensure responsive services are in place for older people, people with a disability and their carers and families living in the community. The major accountabilities of the role are accurate and timely rostering with attention to quality customer service for external and internal stakeholders.

Key Responsibilities

1. Customer Service and Rostering

- Ensure regular operating rosters are maintained in an efficient and effective manner that maximises available resources, meets consumer needs and expectations and accurately reflects actual service provision.
- Provide support and guidance to staff and volunteers regarding roster requirements
- Provide a high level of customer service for interactions with anyone internal and external to the service
- Respond to a high volume of telephone enquiries efficiently and in accordance with best practice customer service

- Refer complex customer and staff enquiries/complaints to relevant staff in a professional manner
- Facilitate the roster approvals process
- Undertake the induction and rostering training for new administration locums

2. Team Responsibilities

- Ensure effective communication with all AccessCare team members and the broader Kingston community
- Actively participate in team meetings and future developments within AccessCare
- Develop an understanding of AccessCare Programs and the roles of members of the different teams
- Maintain data management systems that support the provision of services and ensure all relevant information is recorded and available for any team member utilising the database
- Participate in the continuous improvement activities relating to staff, volunteers and consumers including training and educational opportunities
- Provide administrative and customer service support across the AccessCare team as required

Position Requirements

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- NIL

The incumbent has delegated authority for:

- NIL

The incumbent is responsible and accountable for:

- Maintaining accurate operating rosters and delivering quality customer service
- Ensure operating system information is current and accurate

2. Judgment and Decision Making

The incumbent is accountable for:

- Respond sensitively to concerns and ensure matters are dealt with promptly
- Exercise discretion in relation to enquiries and requests, seeking direction from supervisors where necessary
- Ensure consumer privacy and confidentiality process is adhered to at all times

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- High level customer service skills and experience
- Advanced knowledge and experience in Microsoft Office Applications/CLP/Mittele Ignite/MAC
- Demonstrated understanding of the complex issues which may be experienced by people who are older and/or have a disability and their carers
- High level ability to multitask while working in a fast pace environment

4. Management Skills

The following management skills are required to be utilised:

- Demonstrated ability to manage time, plan and organise work to meet workload and time requirements
- Developed problem solving skills to respond to consumer and carer individual needs
- Lateral thinking and initiative to respond to consumers and streamline processes

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Advanced ability to sensitively communicate with people from all walks of life whilst having understanding and empathy for their complex care needs
- Ability to foster cooperation and assistance in working relationships with other staff
- High level oral and written communication skills
- Maintain consistent standards of quality service
- Proven ability to provide timely, relevant and accurate information and support to internal and external customers
- Demonstrated ability to work effectively in a team environment with a diverse group of people along with clear and articulate communication style
- Exercising discretion in relation to enquiries and requests, seeking direction from Coordinator or Team Leader where necessary.

6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Post-secondary qualifications or experience in rostering, customer service or administration.
- Experience working in a community service environment would be advantageous.

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

Values and Behaviours	<p>The City of Kingston has six organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none">• Future Orientated• Accountable• Expert• Celebrate• Community Centric
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	<ul style="list-style-type: none"> • Dynamic
Safe Workplace Actions	The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.
Policies and Procedures	The responsibilities of this position are completed in line with all council policies related to the position.
Legislative Framework	The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.
Equal Opportunity and Child Safe Standards	<p>The City of Kingston is an equal opportunity and child safe employer.</p> <p>The City of Kingston values the diversity of lived experience, abilities, backgrounds, and identities and is committed to creating a workplace where all employees feel safe, supported, and connected to perform at their best.</p> <p>We value the diversity of lived experience and the positive impact this can have on outcomes for the Kingston community. We value employees from all backgrounds, identities, and experiences such as; Aboriginal and/or Torres Strait Islander peoples, Women, those identifies as part of LGBTIQA+ communities, culturally and linguistically diverse persons and persons with a disability.</p>

Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Undertake and maintain a current Working with Children Check
- Valid Right to Work in Australia
- Pre-employment health Declaration

International Police Checks

Any applicant who has resided in an overseas country for 12 months or more in the last ten years will be required to provide a police check from the country they resided in. Some countries will not release information regarding an individual for personal or third-party purposes. Where police records checks cannot be made, the applicant will be required to provide contact details for at least two individuals who personally knew them while they were residing in the other country, to enable Kingston City Council to conduct referee checks. This additional requirement primarily applies to positions in Council's Aged & Disability Services, Health & Local Laws and Social & Community Services.

Inherent Requirements

Category B – Desk based / General administration role - This role has been assessed as a low-level manual handling and low risk role. It requires each applicant to complete the Health Declaration form. **Please refer to the attached Job Task Analysis (JTA) and for further information about the inherent requirements of the role.**

Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.

Applicants should declare any requirements via the Health Declaration form.

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.