

Statement of Duties

Position Title: Customer Services Officer	Position Number: Generic	Effective Date: October 2018
Group: Community Mental Health and Wellbeing – Statewide Services		
Section: Oral Health	Location: South, North, North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Fixed-Term/Casual	
	Position Type: Full Time/Part Time/Casual	
Level: Band 2	Classification: General Stream	
Reports To: Senior Customer Service Officer		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

Provide an efficient and effective reception service to all clients and centre based staff as well as administrative and clerical support to Oral Health Services Tasmania (OHST) staff and external service providers.

Liaise and assist in the coordination of the day to day functions of the Dental Centre and community clinics. Provide a clerical support service in relation to the administrative functions associated with primary patient care.

Duties:

1. Provide a customer service facility ensuring prompt, sensitive and confidential handling of enquiries from the public.
2. Control and direct all incoming telephone calls to the service. Answer all patient or public enquiries, solve problems, or refer the call to the correct departmental personnel.
3. Assist clinicians in scheduling and prioritising appointments for all service providers located at the dental centre, including issuing appointment letters.
4. Maintain client records and general filing systems.
5. Register all clients on the electronic client database (TITANIUM), conduct initial triage of clients, identify course of care, and maintain client waiting lists.
6. Raise client accounts, issue receipts and perform cashier and banking functions, including the production of financial reports.
7. Process incoming and outgoing mail, including recording mail payments.
8. Undertake general administrative tasks, including the issuing of vouchers for dental care to the private dental sector, as required.

9. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Scope of Work Performed:

- As the first point of contact between the public and OHST, the Customer Services Officer is responsible for the delivery of a prompt, sensitive and confidential customer service facility for the clients and staff of OHST.
- Works under routine supervision from the Senior Customer Service Officer.
- Exercises reasonable care in the performance of duties consistent with work health and safety legislation, guidelines and procedures.
- Comply at all times with policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check

Desirable Requirements:

- Previous experience working in a clinical dental environment.

Selection Criteria:

1. Well-developed communication and interpersonal skills, with the ability to liaise with all disciplines of professional staff.
2. Ability to be flexible and work effectively as part of a team in a busy, demanding work environment, together with well-developed time management skills and the ability to prioritise work.
3. Demonstrated ability to work with difficult and demanding clients, including a high level of adaptability and flexibility.
4. Understanding of clinical dental processes and the effect this has on the allocation of appointments and services for clients of OHST.
5. Ability to undertake administrative duties, including the use of PC based software to record client data and produce specified reports.
6. Ability to acquire a sound knowledge of OHST billing and cashier procedures.

Working Environment:

The Department of Health (DoH) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality, safe and people-focussed health system. Alongside this, staff are expected to act with integrity, be accountable for their actions, and work collegially with colleagues and others to provide better outcomes for Tasmanians.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department has a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Chief People Officer or to the Manager Internal Audit. The DoH and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. The DoH and THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DoH and THS policy) within DoH and THS are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: DoH and THS workplaces are smoke-free environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.