DEPARTMENT OF HEALTH

Statement of Duties

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| **Position Title:**  | Customer Service Officer |
| **Position Number:** | Generic |
| **Classification:**  | General Stream Band 2 |
| **Award/Agreement:**  | Health and Human Services (Tasmanian State Service) Award |
| **Group/Section:** | Community Mental Health and Wellbeing – Oral Health Services Tasmania |
| **Position Type:**  | Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual |
| **Location:**  | South, North, North West |
| **Reports to:**  | Area Manager |
| **Effective Date:** | June 2024 |
| **Check Type:** | Annulled |
| **Check Frequency:** | Pre-employment |
| **Desirable Requirements:** | Previous experience working in a clinical dental environment. |

NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

### Primary Purpose:

Provide an efficient and effective reception service to all Oral Health Service Tasmania (OHST) clients and centre-based staff as well as administrative and clerical support to 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 prompt, welcoming, and accurate information to the public, clients, and stakeholders regarding eligibility criteria, appointment scheduling, and services delivered by OHST to a high standard of customer service.
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. Register all clients on the electronic client database (TITANIUM), prioritise and schedule appointments for eligible clients as per OHST triaging and appointment provision guidelines, identify course of care, and maintain waiting lists.
4. Provide effective and efficient administrative duties including maintaining accurate and confidential client records and general filing systems.
5. Participate in onboarding and training of less experienced customer service staff.
6. Raise client accounts, issue receipts, and perform cashier and banking functions, including setting up payment plans for clients and the production of financial reports.
7. Process incoming and outgoing mail, including referrals from internal and external stakeholders.
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 in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
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.

### Key Accountabilities and Responsibilities:

* As the first point of contact between the public and OHST, the Customer Service Officer is responsible for the delivery of a prompt, welcoming and confidential customer service facility for the clients and staff of OHST.
* Works under routine supervision from the Senior Customer Service Officer.
* Upholds and models the principles of OHST’s Customer Service Commitment and the DoH CARE values.
* Exercises reasonable care in the performance of duties consistent with work health and safety legislation, guidelines and procedures.
* Champions a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
* Where applicable, exercises delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
* Complies at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

### Pre-employment Conditions:

*It is the Employee’s responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

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:
	1. crimes of violence
	2. sex related offences
	3. serious drug offences
	4. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

### 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 a diverse client group including a high level of adaptability and flexibility, and the aptitude to respond to challenging behaviours.
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 is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000.* The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](https://www.health.tas.gov.au/consumer-and-community-engagement-principles).