Position Description

Title:	Customer Service Officer
Business Unit:	Eastern Victoria – Uniting
Location:	Axxess Corporate Park - Level 1, 321 Ferntree Gully Road, Mt Waverley , Vic, 3149
Employment type:	Maximum Term till 30/05/20 with the potential for extension Full-Time: 76 Hours per fortnight
Reports to:	Customer Service Team Leader

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.
We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice
Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The purpose of this Customer Service Officer role is to:

1. Provide a professional and responsive service to prospective, current and exited clients. Being the first touch-point for most clients and stakeholders interacting with the business, this position plays a critical role for the organisation.
2. Provide administrative support for the organisation.
3. Provide After Hours Support for Uniting Programs as rostered.

Scope

Budget: NIL
People: NIL

Relationships

Internal:

- Uniting staff
- Uniting Operational Divisions/staff

External

- Uniting clients - Incoming callers (people who are older, have a disability, carers, stakeholders, service partners, prospective clients)
- Service Providers/Contractors
- Allied Health Professionals

Key responsibility areas

Service delivery	• Deliver high quality service and positive outcomes for clients and stakeholders. • Deliver over the phone assessment service to ascertain eligibility. • Information provision to clients and callers and referral to relevant services. • Provide a responsive service; coordinate service in line with care plans, funding and organisational guidelines. • Promote and inform the wider community about the services provided by Uniting. • Relieve on Reception as required. • Demonstrate Uniting's culture and values in work practice and in interpersonal relationships. • Demonstrate compliance with funding and organisational requirements (Program Guidelines and Uniting Policies, Procedures, and Protocols). • Other administrative tasks as required. • Potentially provide After Hours Support for Uniting programs (this is voluntary at this stage). (Addendum: Uniting After Hours Service - Staff Procedure).
Service Requests	• Process service requests for Procura entries. • Provide care coordination for service changes, cancellations and confirmations.
Invoice Processing	• Process client fee payments. • Follow up invoice enquiries and verify invoices for payment.
Teamwork	• Promote and maintain a positive and collaborative team environment. • Develop and maintain strong working relationships with clients, volunteers, staff and key stakeholders with a focus on integrity, respect and accountability.
Reporting	• Prepare monthly Medicare Report for Home Care Package clients. • Complete error checking of monthly Home Care Package statements. • Reconcile monthly City of Monash Report for subsidised services.

Personal Accountability	• Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant. • Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us. • Ensure appropriate use of resources. • Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour. • Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace. • Identify opportunities to integrate and work collaboratively across teams. • Take reasonable care for your own health and safety, and health and safety of others (to the extent required). • Promote a positive safety culture by contributing to health and safety consultation and communication. • Promptly respond to and report health and safety hazards, incidents and near misses to line management • Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Performance indicators

Service Delivery

- Customer Service Standards are always met, as evidenced by supervision notes and Annual Performance Review.
- Service requests are turned around within agreed documented time frames.
- Referrals are processed within agreed service level agreements.
- Data entry work is completed by reporting due dates.
- Invoices are processed within agreed time frames.

Work Relationships

- Demonstrate collaborative, respectful relationships with work colleagues, clients and services providers, as evidenced by lack of formal grievances or complaints/receipt of compliments.
- Support work colleagues as evidenced by successful completion of individual tasks in team plan or individual or group project work.

Professional Development

- Learning and Development is successfully undertaken as evidenced by supervision notes and Annual Performance Review.

Person specification

Qualifications

Essential:

- Current Victorian Driver's License.

Desirable:

- Relevant Certificate IV qualification (Community Services, Aged Care, Disability) and / or demonstrated equivalent of expertise and work experience to undertake the activities required.

Experience

Essential:

- Worked in a fast-paced customer service environment.
- Evidence of telephone-based communication with members of the public.
- Excellent organisational skills and ability to prioritise
- Solutions focused and excellent problem-solving skills

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values.

Knowledge

- Demonstrated understanding of the needs and challenges of people who are aged; have a disability and their cares; to receive services that will assist them to remain at home or within their community for longer.

Skills

Essential:

- Excellent verbal and active listening skills with the ability to develop rapport with clients from diverse backgrounds who may be experiencing stress or have cognitive or physical disabilities.

- Excellent interpersonal skills with a focus on developing collaborative relationships based on respect, accountability, diligence and confidentiality.
- Excellent organisational and time management skills that demonstrate an attention to detail and a focus on achieving outcomes within specified timeframes.
- Confidence and experience in using a Client Information System and MS Office (Power Point, Word and Excel).

Desirable:

- An understanding of and experience in delivery of person-centered practices.
- Flexible and solutions focused and confident to make decisions within scope of own responsibility.

Attributes

Essential

- An understanding of Uniting's vision, mission and values.
- The ability to work both autonomously and as part of a team as appropriate.
- The willingness and ability to respectfully raise concerns or issues with other team members or direct supervisor, in a timely manner and work constructively towards a positive resolution.
- Focused and able to adhere to appropriate personal and professional boundaries.
- Motivated, positive and solution focused outlook.

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) ***prior*** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Name:	
Signature:	
Date:	

Manager

Name:	
Signature:	
Date:	