



POSITION DESCRIPTION

Client Services Officer (CSO)

This position description describes the scope and skills required of the Client Services Officer at Link Health and Community (Link HC). This role, being the first point of contact to our clients, provides reception services and administrative support to the Customer Service teams. Link HC operates several sites within the south-eastern region of Melbourne and this position primarily responds to service needs. The position description is subject to periodical reviews.

POSITION: Client Services Officer

REPORTS TO: General Manager Medical and Oral Wellbeing, via Team Leader CSO Clayton

LOCATION: Based at Link Health and Community sites:
Clayton
Work across all sites may be required from time to time.

ORGANISATIONAL CONTEXT:

Link HC is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly.

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance.

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care needs, so they can take part in their community. This is done by providing information and skills to help clients make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high-quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION OBJECTIVE

The principal objective of this position is to provide exceptional reception services including reception, information services, record keeping and administration to support Link HC's services - General Practice, allied health and oral health services.

DUTIES AND RESPONSIBILITIES

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include but are not limited to:

1.0 Service Delivery

The position holder will perform the role of Receptionist. These services will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

Primary services provided include but will not be limited to: -

- 1.1 Providing exceptional service to clients face-to-face or over the telephone.
- 1.2 Maintain up to date services and program information to appropriately respond to client enquiries.
- 1.3 Accurately register and update client information into Client Management Systems.
- 1.4 Maintain clinicians' schedules for booking, cancelling, rescheduling and confirming client/patient appointments.
- 1.5 Utilise and book interpreting services for clients as required.
- 1.6 Process client payments, claims and receipts.
- 1.7 Process internal referrals and book client appointments accordingly.

2.0 Administration

- 2.1 Perform daily office administration including distribution of mail, responding to/redirecting emails and e-faxes, preparing courier bags, maintaining paper supply in photocopiers and other duties as required.
- 2.2 Accurately maintaining client health records by scanning/uploading correspondence, results and reports as required. Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.3 Reconcile daily transactions to balance cash takings, EFTPOS payments and cash float.
- 2.4 Prepare and maintain appropriate statistical data, reports and analysis activities as required.

2.5 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services

3.0 Health Promotion

3.1 Contribute to Link HC promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.

3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

4.1 Support the organisational culture, which promotes continuous service improvement and innovation.

4.2 Contribute to the QIP Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.

4.3 Participate in identifying professional development and training needs and attend professional development activities as required.

4.4 Adhere to Link HC policies and procedures.

5.0 Occupational Health & Safety (OHS)

5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.

5.2 Monitor the duress alarm and security systems.

5.3 Ensure the reception and waiting area are tidy and clean at all times.

5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.

5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.

5.4 Report injuries in the Site Register.

5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace which is free from harassment;
- Ensuring that activities and practices prevent and eliminate unlawful discrimination
- Promote merit and equity in the workplace.

6.2 will contribute to the successful management of diversity in the workplace.

6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Client Participation

Link HC values collaboration with clients and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and client participation and as such support ways in which the community's health can be optimised and its strengths are recognised and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Client Participation Policy.
- Actively participate in recruiting clients, carers, and the community to participate in all aspects of the organisation.
- Promote awareness that Link HC encourages client, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and clients to support the planning, implementation and evaluation of services, projects and programs.

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

REPORTING RELATIONSHIPS

This position is accountable to the General Manager Medical and Oral Wellbeing, via Team Leader CSO Clayton

Performance Review:

Criteria:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Reception/Customer service skills
- Background in dental reception
- Professional and friendly demeanour
- Ability to uphold principles of privacy, confidentiality and rights and responsibilities of clients as part of the Privacy Act
- Experience working with diverse populations
- Sensitivity to and understanding of client needs
- Demonstrated experience working independently and as part of a team
- Demonstrated ability to accurately input data and maintain electronic client records
- Well-developed interpersonal skills
- Intermediate information and communication technology (ICT) skills

Desirable

- Understanding of Community Health Principles
- Effective time management and the ability to prioritise tasks
- Experience working with client management software

KEY RESULT AREAS

- KRA 1** Answer and respond to enquiries and bookings in person, by telephone and electronically in a prompt and professional manner.
- KRA 2** Manage clinician schedules, with a high level of accuracy and efficiency to maximise client attendance.
- KRA 3** Accurately process client payments, claims, issue receipts and invoices.
- KRA 4** Maintain up to date service information for clients.
- KRA 5** Ensure a client focus approach.
- KRA 6** Promote and encourage a positive team culture.

SERVICE VALUES

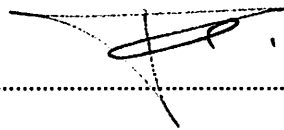
The values of Link HC will be demonstrated by:

Caring for our community and for the people who use our services

Listening to people who need our services and who we advocate for our community

Providing accessible, innovative, and high-quality services and programs

Partnering with other organisations to ensure the development and delivery of better services.



Approved:

Felicia Valianatos
General Manager, Oral Wellbeing
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the

Receptionist

Signed:
Employee

Name:

Date: