

POSITION DESCRIPTION

Customer Service Officer

This position description describes the scope and skills required of the Customer Service Officer at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION:	Customer Service Officer
DEPARTMENT:	Health and Wellbeing
REPORTS TO:	Team Leader Access and Coordination
DIRECT REPORT ACCOUNTABILITY:	Not Applicable

POSITION SUMMARY:

The principal objective of this position is to provide exceptional customer services including reception, information services, record keeping and administration to support service delivery to clients and visitors. The Customer Service Officer upholds Link HC’s values in all client and visitor interactions. The Customer Service Officer works collaboratively with all service providers (internally and in the broader health care system) to ensure clients receive integrated care.

POSITION ACCOUNTABILITY:

- Provide exceptional customer service to clients as the first point of contact in person or on telephone.
- Maintain up to date information on all services and programs to respond appropriately to client enquiries.
- Accurately register and update client information into Client Management Systems including TrakCare.
- Maintain clinicians’ schedules for booking, cancelling, rescheduling and confirming client appointments, following triage guidelines, to ensure all appointments are filled.
- Utilise and book interpreting services for clients as required.
- Process client payments, claims and receipts.
- Process internal referrals and book client appointments accordingly.
- Maintain the appearance of the waiting room and ensure information displays are regularly updated.
- Orientate new employees, visitors and contractors to the site emergency procedures.
- Maintain a register of visitors and contractors to the site
- Perform daily office duties including distribution of mail, preparation of courier bags, maintaining paper supply of photocopier etc.
- Reconcile daily transactions to balance cash takings, EFTPOS payments and cash float.
- Assist in Customer Service of all Service areas under the direction of and supported by the Team Leader.
- Ensure service delivery is culturally appropriate and respectful of diverse communities

PERFORMANCE MEASURES:

- Clients are satisfied they receive integrated care that reflects Link HC values
- Client records are accurate and maintained in line with Link HC health records policies and procedures
- Quality standards are met and improvements are identified and actioned as appropriate
- Continued professional development is identified and achieved to sustain quality and contemporary service delivery
- Positive, proactive participation in work team to promote positive team culture that reflects Link HC values

ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to people in the East and South-East of Melbourne and Eastern Victoria.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

VISION

Link Health and Community's vision is healthier people participating in their communities. The underpinning principles in achieving this vision is that Link HC:

- Recognises 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 employee engagement in all aspects of our activities are 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 and use sign language as their primary mode of communication
- Link HC is committed to partnering with other organisations to offer integrated health and wellbeing services that are consistent with state-wide health needs and social priorities

VALUES

Link HC organisational 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
- We are a **sustainable** organisation, financially, socially and environmentally

OCCUPATIONAL HEALTH AND SAFETY

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

QUALITY AND RISK MANAGEMENT

The position holder has a responsibility to identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link HC OH&S Risk Management Plan.

POLICIES AND PROCEDURES

The position holder will uphold and adhere to Link HC's Code of Conduct and policies and procedures.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- Exceptional customer service skills with a minimum 2 years of experience as a medical receptionist or similar health care setting
- Professional and friendly demeanour
- 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
- Excellent written and verbal communication skills
- Intermediate information and communication technology (ICT) skills
- Current drivers licence

Desirable

- Certificate III in Business Administration
- Understanding of Community Health Principles
- Effective time management and the ability to prioritise tasks
- Experience working with Best Practice software
- Meticulous attention to detail and accuracy

Desirable Personal Attributes

- Non-judgemental, compassion for clients
- Methodical approach
- Capacity for problem solving
- Diplomatic
- Comfortable to diffuse tense situations
- Punctual

Mandatory Requirements

- Current National police check
- An International police check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children check
- Working rights within Australia
- Victorian Driver Licence (if applicable to the role)
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:



Sheree Phillips

Acting General Manager, Health and Wellbeing

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

Signed:

Employee

Name:

Date:

Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.