

POSITION DESCRIPTION

Client Services Officer - Clayton

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

POSITION:	Client Services Officer (CSO) Clayton
DEPARTMENT:	Oral Wellbeing
REPORTS TO:	Team Leader – Client Services Clayton (TL)
DIRECT REPORT ACCOUNTABILITY:	N/A

POSITION SUMMARY:

The principal objective of this position is to provide customer services and clerical support to Link’s public and private programs operating at Clayton site.

POSITION ACCOUNTABILITY:

- Communicates with clients, healthcare providers, Link staff and other parties associated with client care, including face-to-face, phone and other appropriate communication means approved by Link HC.
- Manages the client booking and attendance effectively and efficiently and keeps records in the relevant Client Management System, as required by the clinical programs guides and workflows operating on site.
- Follows the agreed work procedures and flows accurately.
- Maintains up-to-date services and program information to appropriately respond to client enquires.
- Financial accountability for collecting, processing, and reconciling client payments claims and receipts and any product sales.
- Complies with all requirements of program funders, in the area of responsibility.
- Maintains documentation related to client services and administration.
- Ensures smooth client transition and referrals to internal and external providers.
- Manage work tasks independently within the variable client flow, modifies work priorities as needs arise and provides routine reports on task completion to the

PERFORMANCE MEASURES:

- Customer service is professional, timely, effective and patient-centred;
- Timely and accurate management of client flow, while working with time sensitive clinical staff and anxious members of the public.

- Clients and clinicians have confidence that the CSOs obtain and pass on current and accurate information to improve the quality and safety of client flow and meet the needs of all stakeholders;
- Clinician schedules are managed with accuracy, efficiency and patient-centredness to facilitate and optimise client attendance;
- Financial tasks are completed with accuracy and timeliness;
- Client information is accurate and up-to-date;
- Timely, thorough and accurate completion of allocated tasks;
- Attitude of learning from mistakes with effective correction of errors;
- Adaptability to daily changes in client flow and variations in clinical operations;
- Active participation to a positive team culture.

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.

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

- 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 community technology (ICT) skills: Titanium , Exact

Desirable

- Understanding of Community Health Principles
- Effective time management and the ability to prioritise tasks

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
- Australian Tertiary qualification (as determined) or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Registration with a regulatory body or equivalent professional membership (as determined)
- Working rights within Australia
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:

A handwritten signature in blue ink, appearing to be "F. Valianatos", is placed over a light grey rectangular background.

Dr Felicia Valianatos
General Manager, Medical and Oral Wellbeing
01.04.2019

I acknowledge and agree that the above position description is an accurate reflection of the Client Services 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 are a child safe and equal employment opportunity employer 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.