

POSITION DESCRIPTION

Client Services Officer – Health & Wellbeing

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

POSITION:	Client Services Officer
DEPARTMENT:	Health & Wellbeing
REPORTS TO:	Team Leader – Access and Coordination
DIRECT REPORTS:	N/A

POSITION SUMMARY:

Provide the full range of customer service and clerical support to Link HC’s services with a key focus on the programs and services delivered by Health and Wellbeing Department.

POSITION ACCOUNTABILITY:

- Work with clients, healthcare providers, other Link HC employees and client care people, by phone, face-to-face, and through relevant systems.
- Effectively and efficiently manage client bookings and attendance and keep accurate records in Client Management Systems.
- Apply Link HC workflows and procedures and process efficiently and accurately.
- Retains service and program information to client enquiries.
- Process client payment claims, receipts and any product sales.
- Work with the variable client flow, modifies work priorities as needs arise and provides routine reports on task completion to the Supervisor

PERFORMANCE MEASURES:

- Professional, timely, effective and client-centred customer service.
- Timely and accurate management of client flow, while working with clinicians and anxious members of the public.
- Clients and clinicians have confidence that the CSO obtain and pass on current and accurate information to improve the quality and safety of client flow and meet the needs of all stakeholders.
- Ensure clinician schedules are managed with accuracy, efficiency and patient-centredness to facilitate and optimise client attendance.
- Accurate and timely completion of financial tasks
- Continually contribute to a positive and team-based work culture.
- Timely, thorough and accurate completion of allocated tasks.
- Proactively participate in professional and self-development.

ORGANISATIONAL CONTEXT

Link HC is a multi-sited community health service, providing a comprehensive range of health and community 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

- Certificate II I to IV Business Administrator or equivalent
- Extensive reception and/or Customer Service skill experience, preferably in medical/hospital or community health setting
- Professional presentation and well developed interpersonal skills

- 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

- Intermediate information and community technology (ICT) skills: Microsoft Suite and electronic health records.
- Ability to uphold principles of privacy, confidentiality and rights and responsibilities of clients as part of relevant Victorian legislation

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 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 read "S. Phillips", is written over a horizontal line.

Sheree Phillips
General Manager, Health and Wellbeing

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.