

POSITION DESCRIPTION



Department: Community Services
Position: Service Engagement Officer
Position Level: 4.1
Reports to: Operations Manager – Aged Care and Inclusion

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A fair and inclusive community

Mission: Providing exceptional services that support people to improve their lives

Values:	Courage	Integrity	Choice	Innovation	Collaboration
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POSITION OBJECTIVE

The role is critical to ensuring that individuals engaged in Aged Care and Inclusion (ACI) activities receive accurate, timely and consistent services and support. The key priority of this position is ensuring the rostered staffing team receive accurate, timely and relevant information about the requirements of the individual clients they are working with each day. The Service Engagement Officer will be the first point of contact for Northside to assist clients with their enquiries providing efficient customer service and administrative support.

KEY RESPONSIBILITIES

- High level customer service and support for Aged Care & Inclusion clients, with the following focus areas:
 - Be the key point of contact for all enquiries (electronic, phone and face to face), including answering calls, making bookings and directing enquiries for Aged Care and Inclusion services, and other tasks as identified by the ACI Managers.
 - Work closely with internal teams and external referral agencies to provide client with services that meet their needs.
 - Administer transport and home support enquiries using relevant Client Management Systems (CMS) by:
 - o acting as a central intake point for processing all transport requests;
 - o acting as an enquiry point for current and potential clients;
 - o tracking and scheduling ongoing client service reviews.
 - Ensure client information is maintained in a timely, accurate and confidential manner within Northside's client management database.
 - Manage client experience including being a key point of call for complaints and client feedback, and responding in a prompt and professional manner.
 - Deliver a streamlined introduction process for the intake and onboarding of new clients to in accordance with client directed care (CDC) principles.
- Provide support and supervision for all on-shift staff in the team, with the following focus areas:
 - Lead responsibility for the development and maintenance of rosters for staff within the team, to ensure the highest levels of customer service
 - Supporting daily service engagement for staff. This includes troubleshooting and managing client feedback for ACI;
 - Providing operational staff support, including approval of rostered shifts to ensure accurate information is provided for reporting and Payroll processing

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- Complete joint work with the ACI Coordination team and Senior Manager ACI to improve the client experience and streamline processes and systems.
- Support the coordination and monitoring of staff meetings and training.
- Support implementation of Work Health and Safety compliance to meet or exceed industry standards, including tracking, auditing and supply management.
- Collating and Monitoring of service outputs for monthly internal reporting and six monthly contractual requirements and other reporting as required by the Senior Manager;
- Support the administration of the client financial acquittals and invoicing requirements
- Work as a member of a multi-disciplinary team including flexible on-call, work rotation within Northside's operations, and attending meetings as required.
- Comply with the policies and procedures of Northside Community Service, as directed by ACI Managers.

SELECTION CRITERIA

ESSENTIAL

- Demonstrated ability to provide exceptional customer service.
- Experience developing and maintaining rosters for large, multi-service teams.
- Advanced MS Office skills – Excel, Word, Outlook.
- Experience with business administration functions, including reception/ front of house.
- Ability to multi-task and manage deadlines and priorities.
- Clear, effective communication skills – both written and oral.
- Demonstrated ability to work collaboratively as part of a team, or independently, to prioritise and undertake duties.
- Highly organised, professional, ethical and mature approach to work.
- Good IT literacy and the ability to learn new software/ applications.
- Ability to solve unexpected problems which may arise, proposing alternative solutions.
- Maintain confidentiality at all times.

DESIRABLE

- Experience working with vulnerable community members, including aged & disability, LGBTIQ, Aboriginal & Torres Strait Islander, and CALD.
- Experience or knowledge in Client / Customer Management System applications and databases.
- Understanding Aged Care Quality Standards, industry regulation and compliance relevant to delivery of community services, e.g HR practices, OHS, Risk Management, etc.

GENERAL INFORMATION

- An Individual Work Plan is to be developed within three (3) months of appointment. The initial performance criteria will be reviewed on an ongoing basis in the context of assessing achievement of strategic directions, key results and program outputs.
- Employment is subject to satisfactory completion of Working with Vulnerable Persons Check, full-disclosure Federal Police Check and completion of a probationary period.
- Employment conditions are governed by the Northside Enterprise Agreement

Northside Community Service is an Equal Opportunity Employer. We value diversity and inclusion and actively encourage applications from Aboriginal and Torres Strait Islander people, people with a disability, people from CALD and LGBTIQ communities.