

# Position Description

## Customer Service Advisor (Intake)

**Name of appointed officer:** Vacant

**Date of appointment:**

**Date of last review of position description:** March 2018

### Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

|  |                |
|--|----------------|
| Assessed entry level of position within salary system: | Band 2 Level 1 |
|--|----------------|

|  |                           |
|--|---------------------------|
| Position limit within salary system:<br>(20 Grade structure) | Grade 6 - Entry to Step 4 |
|--|---------------------------|

|                     |           |
|---------------------|-----------|
| Status of position: | Permanent |
|---------------------|-----------|

|                              |    |
|------------------------------|----|
| Hours of work per fortnight: | 70 |
|------------------------------|----|

### Organisational relationships

|              |                                     |
|--------------|-------------------------------------|
| Directorate: | Environment, Planning and Community |
|--------------|-------------------------------------|

|          |                         |
|----------|-------------------------|
| Section: | Care & Support Services |
|----------|-------------------------|

|       |                       |
|-------|-----------------------|
| Team: | Intake and assessment |
|-------|-----------------------|

|            |         |
|------------|---------|
| Work base: | Maclean |
|------------|---------|

|                          |   |
|--------------------------|---|
| Position responsible to: | Senior Programs Coordinator (Home Care) |
|--------------------------|---|

|                                   |        |
|-----------------------------------|--------|
| Level of support and supervision: | Medium |
|-----------------------------------|--------|

|                              |      |
|------------------------------|------|
| Level of personal management | High |
|------------------------------|------|

|                             |      |
|-----------------------------|------|
| Level of teamwork required: | High |
|-----------------------------|------|

|                       |     |
|-----------------------|-----|
| Supervision of staff: | Nil |
|-----------------------|-----|

|                    |                          |
|--------------------|--------------------------|
| Internal contacts: | All staff within Council |
|--------------------|--------------------------|

|                    |  |
|--------------------|--|
| External contacts: | Customers, General public and local and regional service providers |
|--------------------|--|

## Vision, mission and values

|                     |   |
|---------------------|---|
| <b>Our vision:</b>  | To make the Clarence Valley a community full of opportunity   |
| <b>Our mission:</b> | To plan and deliver services valued by the community  |
| <b>Our values:</b>  | the acronym ' <b>STRIVE</b> ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community |



## Our Values and Behaviours

### Safe

We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.

| Acceptable               | Unacceptable         |
|--------------------------|----------------------|
| I am aware of hazards    | I take shortcuts     |
| I promote a safe culture | I ignore safety      |
| I look out for others    | I do not communicate |

### Teamwork

We will work together as one council towards shared goals and for the greater good of the community.

| Acceptable                 | Unacceptable           |
|----------------------------|------------------------|
| I share the load           | I undermine others     |
| I communicate with others  | I act in isolation     |
| I value people's strengths | "What's in it for me?" |

### Respect

We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.

| Acceptable                                | Unacceptable    |
|---|-----------------|
| I am inclusive                            | I am a bully    |
| I value the skills and opinions of others | I am aggressive |
| I listen actively                         | I am a gossip   |

### Integrity

We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.

| Acceptable                           | Unacceptable       |
|--------------------------------------|--------------------|
| I am honest                          | I lie and conceal  |
| I work ethically and lead by example | I act corruptly    |
| I am responsible for my actions      | I undermine others |

### Value

We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.

| Acceptable                     | Unacceptable                    |
|--------------------------------|---------------------------------|
| I always look for improvements | I misuse Council resources      |
| I work efficiently             | I'm a bludger                   |
| I learn from my mistakes       | I don't respect the environment |

### Engagement

We will engage with our staff and community to inform our decision making, and create awareness of our activities.

| Acceptable                                 | Unacceptable                   |
|--|--------------------------------|
| I communicate in a clear and timely manner | I deliberately misinform (lie) |
| I am the face of Council                   | I don't value consultation     |
| I value all our customers' needs           | I ignore communication         |

**Physical requirements of the position**

Frequent use of computer keyboard

Prolonged sitting

**Purpose of the position**

To ensure intake procedures are completed in an accurate and timely way for all requests for service or information.

To process of all requests for service, including those through government portals, ensuring KPI's are met.

To develop close working relationships with local service providers, health facilities, schools and community groups to ensure the service is actively promoted within the community.

**Major duties and responsibilities**

Maintain intake records to ensure information is accurate, current and accessible so that services meet client needs in a timely manner.

To ensure KPIs relevant to the intake process are met and maintained on internal systems (TCM), government portals and other reports as requested.

Liaise with supervisor or relevant officer in regard to intake requests, issues, priorities, service levels and allocation of intake requests to programs and coordinators.

Organise short term or low level services for eligible customers referred for government programs or for customers requiring private services.

Uphold a customer's right to privacy, dignity and confidentiality in the collection, use and disclosure of personal information.

Conduct in home or community risk assessments for service provision.

Conduct in home visits with potential customers and provide information on a range of programs as requested by the customer

Participate in Care & Support Services quality management activities and initiatives.

Attend team meetings and external meetings as required to keep up to date and promote the services.

Organise and participate in promotional activities and events for the service which includes maintenance of the Service's social media site and website.

Undertake necessary personal and professional development in line with the present and future needs of the position and work within agreed individual work objectives, and training plans.

### Essential selection criteria

*The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.*

#### Education and knowledge

Certificate IV in Individual Support (Aged/Disability) Services; **or** equivalent relevant industry experience

#### Licences/tickets, clearances, membership

Current Drivers Licence

Current Child Protection (Working With Children) Check Number or APP Number

#### Experience

Demonstrated experience in a similar role within community care

#### Position related skills

General computer literacy in email and internet programs and basic proficiency in Microsoft word

Demonstrated well developed oral, written and interpersonal communication skills, with the ability to liaise, develop rapport and resolve conflict effectively with a diverse range of people

Demonstrated ability to organise, prioritise and complete tasks within a changing work environment

#### Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Ability to maintain confidentiality in the workplace and to work in an open and transparent manner

### Desirable selection criteria

*The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.*

#### Education and knowledge

Diploma in Community Services

Demonstrated knowledge of the Aged Care and NDIS sectors including program guidelines, regulatory requirements

Knowledge of local and regional service providers

#### Experience

Experience in the management of information systems to collect data

#### Position related skills

Demonstrated interpersonal skills with the ability to liaise, develop rapport and resolve conflict effectively with a diverse range of people

A demonstrated commitment to and knowledge of Equal Employment Opportunity principles

### Other features of this position may include

Rotation of work start and finish times

**Other features of this position may include**

Contact with challenging service users

Any change in the incumbent's criminal history must be reported to the Manager Care & Support Services or the People, Culture and Safety Unit immediately, to meet legislative requirements

Preferred applicant(s) will be required to undergo a National Criminal History Check

**Generic performance requirements**

**Ethics/probity** – act in accordance with the Code of Conduct.

**Equal employment opportunity** - comply with Council's Equal Employment Opportunity (EEO) Protocol.

**Health and safety (WHS)** - undertake duties and act at all times in accordance with the WHS Management System.

**Other duties (outside of specific position requirements)** - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

**Declaration**

In signing this declaration I acknowledge that I, .....  
have been advised of the requirements, terms and conditions of appointment to this position  
based on this Position Description.

Signed: ..... Date .....  
*Employee*

Signed: ..... Date .....  
*Senior Coordinator People, Culture and Safety*