

POSITION DESCRIPTION



Position Title:	Client Support Officer
Reports To:	Service Planner Support Manager
Salary/Classification Level:	Residential and Home Care Enterprise Agreement Community Clerks Level 4
Reporting To This Position:	Nil

Purpose of the Position

The Client Support Officer will provide a first point of contact for current and prospective clients and establish an ongoing professional and supportive relationship. The Client Support Officer is also responsible for multiple touchpoints in the client journey from enquiry to discharge.

Your Team

The Client Support Officer is a role within Home Care Services and reports to the Service Planner Support Manager.

The Home Care Services team works together to provide a wide range of services to meet the individual needs of clients in their homes in Metropolitan Adelaide.

In turn, the Home Care Services team are part of the Metropolitan Division of Helping Hand.

Other Key Relationships

The Client Support Officer will develop good working relationships with staff across Helping Hand. The Client Support Officer is responsible for delivering exceptional customer service to clients, families and advocates from enquiry to provision of services, and maintain relationships with external agencies.

Key Outcomes & Responsibilities

Effectively maintain supportive relationship with clients

- / Demonstrate and maintain effective communication with clients seeking community home care and healthcare services.
- / Be first point of contact for client enquiries, inbound calls, registration, screening and scheduling of services.
- / Ensure the My Aged Care portal is monitored frequently, on a daily basis, and enquiries/referrals and admissions are processed within allocated timeframes.
- / Model and actively support a consumer-centred approach to service provision.
- / Ensure, as far as possible, the continuity of client services, utilising a variety of staff and volunteer coordination practices, matching service requests according to required competencies and experience.
- / Demonstrate and promote a consumer focus based on dignity, respect, cultural sensitivity and informed choice.
- / Work with scheduling and Home Care Coordination staff to ensure, as much as possible, the continuity of client services.
- / Follow up on and resolve queries or disputes, referring to the Support Managers as appropriate.
- / Assist clients through the discharge process, including capturing feedback.

Sales

- / Maintain an understanding of all current services available to Helping Hand clients.
- / Work with clients to understand their potential service requirements and refer to the appropriate service.
- / Provide advice to clients about how to apply for services through the My Aged Care Contact Centre or website.

Develop and Maintain Effective Networks

- / Establish and maintain effective community networks with key stakeholders, including My Aged Care, Regional Assessment Services, Aged Care Assessment Teams, other service providers and community groups.
- / Create opportunities to ensure Helping Hand maintains a positive profile and image in the community and industry.

This position description forms part of the contract of employment.

Customer Service

- / Act in a professional manner, promote and provide high quality customer service in the workplace.
- / Provide a highly responsive, flexible service, based on the principles of 'Individualised Service Planning'.
- / Promote the Organisation Plan to meet the ongoing and changing needs and preferences of existing and future clients.
- / Undertake on-call duties as required.
- / Demonstrate excellent communication and problem resolution practices.
- / Provide timely response to all switchboard/phone/email or other enquiries within organisational guidelines, and route clients accordingly.

Continuous Improvement and Professional Development

- / Use feedback to develop and continually improve services
- / Demonstrate commitment to continued learning and participate in training and development activities
- / Identify opportunities for service growth and expansion and implement new service direction
- / Contribute to the collection, input and reporting of activity and service provision data using a variety of data management systems, maintaining a high level of data integrity

Perform duties consistent with the purpose of the position and as directed by the Support Manager.

Selection Criteria

Essential

- / Demonstrated high level of interpersonal skills, with the ability to liaise with people from a diverse range of backgrounds and the ability to be cross culturally sensitive.
- / Ability to positively promote additional services and educate clients and families on a variety of options with regards to aged care
- / Demonstrated commitment to creating and maintaining a positive team environment.
- / Ability to demonstrate an understanding of community resources and supports
- / Excellent verbal and written communication skills
- / Ability to maintain data collection and outcome measurement systems
- / Demonstrate time management and organisation skills
- / Current Police clearance.

Desirable

- / Certificate III or IV in Aged Care or equivalent
- / Experience in the Aged Care industry
- / A current Driver's Licence.



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

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