

## Position Description

Title:	Client Services Officer
Position Number:	10006
Agreement Coverage:	RASA Enterprise Agreement 2019
Classification Level:	Grade 2
Team:	Client Services Central
Reports To:	Coordinator Client Services Officer and Trauma Triage
Primary Location:	Adelaide & Elm Place

### Primary Objective

The Client Services Officer will provide on-site, client-focused service and administration support through technology for the range of services within Relationships Australia SA (RASA). The Client Services Officer will triage enquiries and provide information, referral, and an intake service to best identify and meet the needs of clients and visitors to RASA sites. The Client Services Officer will work restoratively to build relationships with clients, visitors, stakeholders, colleagues and all members of the community who connect with Relationships Australia SA (RASA).

### Position Responsibilities

- Delivery of best practice in client service from the first point of contact and throughout client engagement with RASA.
- Work restoratively and build relationships with teams to support a "No wrong door" approach to client enquiries.
- Provide triage and service needs identification for all clients and visitors, both on-site and over the phone, including making appointments and providing general information about RASA services.
- Greet and assist clients and visitors at the front desk, and support risk management at the site.
- Work with leaders and RASA people to provide efficient and effective client service in relation to appointments and case management.
- Commit to ongoing learning in Cultural Fitness and building relationships with Aboriginal and Torres Strait Islander clients and staff.

- Show flexibility in service delivery to meet the diverse needs of clients, including those with different abilities, languages and cultures, as they access RASA services onsite and through digital platforms.
- Take part in RASA initiatives that support evidenced based practice.
- Be responsible for the timely and accurate receipting of payments, the banking of monies and the reconciliation of both as required.
- Maintain an up-to-date knowledge of RASA and external services options.
- Deliver a high standard of risk awareness and response at the first point of contact.
- Undertake activities/duties in accordance with RASA's policies and procedures, using initiative and providing feedback where appropriate.
- Deliver universal screening using the DOORS tool at frontline
- Develop expertise in the accurate use of a range of digital platforms for client service delivery, data collection and storage and communications, and support the digital skill development of other team members.
- Engage in positive teamwork with other client service officers and teams to promote consistency of best practice across RASA.
- Take part in professional development and supervision to maintain and update knowledge and skills.
- Actively engage in skill sharing and the training of new colleagues.
- Set priorities and monitor own workflow in collaboration with your People Leader.
- Prepare communication, both digital and hard copy, to the highest standards.

## Qualifications and Experience

### Essential

- Cert IV Community Services (AQF Level 4) or willingness to undertake the qualification.

### Desirable

- A passion for community services and community well-being.
- Experience working in a fast-paced environment where speed and accuracy are critical.

## Skills, Knowledge and Abilities

- Demonstrate consistent management of clients' needs and expectations that are of a more complex nature.
- Maintain a high standard of teamwork and problem solving.
- Excellent communication skills and a commitment to resolving conflict restoratively.
- Knowledge of RASA's policies and procedures and ability to understand and explain them to clients in an appropriate manner.

- Imaginative collaboration with team and leaders to improve workflows and “work smarter”.
- Make significant and consistent contributions to the development of work procedures in specific work areas.
- The ability to work in a trauma informed way with disadvantaged clients.
- High standard of skills working across digital platforms and supporting others to do so.
- Basic skills in oral and written communication with staff, clients and other members of the public.
- Knowledge of established work practices and procedures relevant to the services provided by RASA.
- Developing knowledge of statutory requirements relevant to the services provided by RASA.

## Requirements

- Flexibility to work across RASA sites in line with travel provisions in the Enterprise Agreement for paid travel time during rostered hours.
- Current valid driver's license.
- Own vehicle for use during working hours.
- A satisfactory DHS Working With Children check.
- A satisfactory National Criminal History Check.
- Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
- Ability to adapt and perform duties as required by changing program needs.
- Appropriate attire for the professional representation of RASA with all stakeholders.

## Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

## Direct Reports

- N/A

## How We Work

We work within the framework of RASA's values which are **Diversity, Respect, Belonging and Learning**.

#### Curiosity and creativity

We are open to enquiry and discovery; we are committed to learning individually, as a team, as an organisation and as a community. We use obstacles to drive innovation.

#### Do our bit well

We are realistic, practical, simple but not simplistic. We recognise that it is clients who change their lives; we, at best, inspire, enable and support change. We build partnerships with other services, and we recognise our limits.

#### Walk together in harmony

We listen respectfully to different perspectives, and we are open to influence. The spirit of walking in harmony is about generosity, humility and respect for the differences we each bring to our partnerships. We acknowledge what we have learned from Uncle Lewis Yerloburka O'Brien and other Aboriginal and Torres Strait Islander people and seek to continue learning about the cultural responsibility from Aboriginal and Torres Strait Islander peoples.

Using restorative practice, we work **with** each other – using high support and high challenge to sustain team culture and grow our work.

## Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name:

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Signature:

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Date:

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