

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Client Services Adviser</b>
<b>Department/Location:</b>	Client Services Team, SET
<b>Employment Status:</b>	Please refer to letter of employment
<b>Reports To:</b>	Client Services Manager
<b>Direct Reports:</b>	None
<b>Key Relationships/Interactions:</b>	<b>Internal:</b>
	<b>External:</b> prospective clients, their families and/or carers,

### Position Statement / Overall Purpose:

This role's overall purpose within Anglicare Southern Queensland (ASQ) is to provide the first point of contact for prospective clients of ASQ who have been assessed as eligible for packaged care, and to facilitate the process of a prospective client's entry to service.

The key focus of this role is to establish a connection with the client through a personalised and positive outbound call experience that reflects the ASQ brand, ensuring the client's needs are understood and responded to appropriately, and placing ASQ as preferred choice for service delivery.

This role is also responsible for ensuring all relevant information is gathered and entered accurately in Procura, and the client's initial contact with the Client Liaison is scheduled correctly. The Client Services Adviser will also liaise with community staff and other stakeholders to clarify information when required.

The Client Services Adviser will work in accordance with the values of ASQ and support core business by providing service, guidance and advice within this position's specialty area.

### Position Specific Requirements & Qualifications:

1. Certificate III in Call Centre Communications (desired).
2. Hold and maintain a current National Police Certificate (or ability to acquire).
3. May be required to undergo evaluation and be assessed as able to meet the physical and functional requirements of the role.
4. Willingness to work rostered shifts.

### Key Selection Criteria:

- Previous experience in a frontline or call centre customer service environment.
- Demonstrated ability to provide an exceptional service experience and ability to build rapport with clients from the initial contact.
- Ability to engage prospective clients in conversations that build an understanding of their needs.
- Ability to empathise with older people, their families and representatives.
- Experience in developing a sound knowledge of a broad range of services.
- Ability to clearly articulate the benefits of engaging ASQ as service provider.

- Proven ability to gather and input information utilising available technology and resources.
- A drive for results and a focus on quality.
- Ability to work with minimal direct supervision.
- Demonstrated advanced proficiencies in Microsoft suite e.g. Word, Excel, and an ability to learn new software programs.
- 40-60wpm range and 95% accuracy keyboard/data entry skills.
- Sound numeric data entry skills.

<b>Key Accountabilities and Responsibilities:</b>
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### **1. Accountability: Manage My Aged Care Gateway (MACG)**

***Extract client information from My Aged Care Gateway portal and initiate positive contact with client***

#### **Responsibilities:**

- ☐ Maintain knowledge and monitor availability of packages in services.
- ☐ Monitor My Aged Care Gateway and proactively extract prospective clients who have either requested ASQ as their care provider or who have been assessed as eligible for a CDC package.
- ☐ Screen the referral on MACG and establish the best pathway and urgency of care, as well as the suitability of client for available package.
- ☐ Activate the referral by initiating contact with prospective client, and establish a positive connection using the information available on MACG.
- ☐ Provide the prospective client with sufficient information to assist them in deciding whether or not they choose ASQ as their preferred service provider.
- ☐ Schedule the Client Liaison to visit the client.
- ☐ Accurately record referral information in the Client Information System (Procura).
- ☐ Adhere to client's privacy and confidentiality as per ASQ policies and procedures.
- ☐ Prepare and distribute information packs relating to the potential admission to service.
- ☐ Adhere to all requirements relating to MACG

### **2. Accountability: Customer service**

***Utilise 'best practice customer service skills to ensure an excellent service experience for all prospective and existing clients and others who may initiate contact with ASQ.***

#### **Responsibilities:**

- ☐ Deliver exceptional and professional service to members, clients and internal customers by identifying, responding to and satisfying their needs in a timely manner.
- ☐ Maintain an understanding of regional implications of client referrals to ensure clients's expectations are managed.
- ☐ Maintain literacy in health terminology and develop an understanding of funding requirements.
- ☐ Build trust and show integrity by being genuine, talking straight and keeping promises.
- ☐ Act as a brand ambassador by modelling the RACT values in every interaction with members, colleagues and general public.
- ☐ Show care by listening carefully, seeking feedback and being community minded.
- ☐ Solve problems by being collaborative, creative and analytical.
- ☐ Demonstrate fairness by treating people with dignity and taking a balanced view of circumstances.

- ☐ Contribute to a positive customer service experience by being energetic, enthusiastic and engaged in every interaction with a client.
- ☐ Respond to all enquiries (phone, email, fax, etc) in a timely manner.

### **3. Accountability: Client Information System**

***Use appropriate technology effectively and ensure work is performed to a high standard.***

#### **Responsibilities:**

- ☐ Attend training to assist with skills development and to keep up to date with software upgrades.
- ☐ Assist with training of new staff.
- ☐ Ensure all activities within the client information system are performed accurately, effectively and within suitable timeframes.

### **4. Accountability: Team Contribution**

***Contribute to a productive and supportive team environment by working together to achieve organisational outcomes. Participate in team planning, sharing information and dealing with difference, conflict, shared goals and team morale.***

#### **Responsibilities:**

- ☐ Maintains enthusiasm and understands own role in achieving organisational mission.
- ☐ Openly shares information, participates and contributes to team discussions.
- ☐ Considers the views of others and aims for group cohesion.
- ☐ Values diversity in team and supports colleagues.
- ☐ Works with others to achieve common goals.
- ☐ Demonstrate collegiality, respect and team work within the work environment.

### **5. Accountability: Continual Improvement**

***Participate in training and continual quality improvement activities.***

#### **Responsibilities:**

- ☐ Contribute to ideas for improved ways of working and assist with the implementation of routine changes.
- ☐ Participate actively in staff meetings and share information to improve work environment and outcomes.
- ☐ Take advantage of opportunities for learning and growing skills.
- ☐ Participate in the auditing of work practices.
- ☐ Actively and positively respond to feedback and suggestions for improvement.
- ☐ Participate in the informal and formal performance appraisals/feedback from the Manager.
- ☐ Undertake comprehensive Procura training and regular refresher training.
- ☐ Attend training to enhance knowledge and skills in:
  - ☐ Software upgrades;
  - ☐ Customer service fundamentals;
  - ☐ Complying with funding contractual arrangements;
- ☐ Work within the organisation's workplace health and safety policies, procedures and guidelines.
- ☐ Contribute to the provision of a safe working environment by:
  - ☐ Taking care to protect personal health and safety at work.
  - ☐ Not adversely affecting the health and safety of other employees.
  - ☐ Identifying and rectifying, where possible, hazards in the workplace.

- ☐ Complying with all reasonable instruction and safely using equipment provided.
- ☐ Reporting any incidents or near-misses which may occur.

## **6. Other Duties and Requirements**

- ☐ Record any additional duties or information which will help in understanding the role.
- ☐ Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within relevant Policies and Procedures;
- ☐ Do not, during or after employment, disclose information relating to residents, clients and staff or damage the reputation, viability or profitability of the Anglican Church Southern QLD.
- ☐ Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

<b>Delegation of Authority:</b>
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- ☐ In accordance with the Anglicare Delegations of Authority Policy.