

## HR 018 POSITION DESCRIPTION (SOCIAL AND COMMUNITY SERVICES LEVEL 1)

### Our Mission

To share in the healing ministry of Jesus  
by providing professional community services  
to enhance the wellbeing of individuals and families.

<b>POSITION TITLE</b>	Maternity Leave Cover - Client Contact Assistant
<b>SALARY SCALE</b>	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Level 1
<b>EMPLOYEE NAME</b>	
<b>HOURS PER FORTNIGHT</b>	48 hours per fortnight
<b>LOCATION</b>	Rockhampton
<b>RESPONSIBLE TO</b>	Senior Client Contact Officer

### PRIMARY OBJECTIVES

As a member of the Client Contact Team which is the primary contact point for all phone and electronic enquiries, this position provides a range of supports and services to resolve all enquiries received. These may include:

- Booking a service/support;
- Cancelling or amending an existing booking;
- Responding to an enquiry or complaint;
- Responding to a notification of a client non response event;
- Connecting the enquiry with others within the organisation as appropriate;
- Provides information about CentacareCQ services or provide referrals to other service providers.

### MAIN CHARACTERISTICS OF THE POSITION (*from The Modern Award*)

As part of CentacareCQ's Client Experience Team, this position works under close direction and undertakes routine activities which require the practical application of basic skills and techniques. Activities performed by employees at this level consist of clearly defined activities with outcomes being readily attainable and limited by standards and procedures. Employees will be responsible for the time management of their work and required to use basic numeracy, written and well established verbal communication skills.

## MAIN RESPONSIBILITIES *(from The Modern Award)*

**To contribute to the operational objective of the workplace, this position includes the following:**

- Undertake straightforward operation of keyboard equipment including data input and word processing at a basic level;
- Provide routine information including general reception and telephonist duties;
- Undertake activities of a clerical and/or support nature;
- Apply established practices and procedures;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the CentacareCQ mission and within its values framework;
- Deliver culturally appropriate services;
- Other duties and responsibilities from time to time that you are competent and trained to do.

## ORGANISATIONAL RELATIONSHIPS

This position works under direct supervision of the Senior Client Contact Officer

## EXTENT OF AUTHORITY

In this position work outcomes are clearly monitored however employees have freedom to act limited by standards and guidelines. Solutions to problems are found in established procedures and instructions with assistance readily available.

## SIGNING AUTHORITY

Capital Expenditure	\$0.00	Recurrent Expenditure Please refer to <a href="#">BU 20D Purchase Signing Authority</a>	\$0.00
Approve Overtime	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Approve Timesheet	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Approve Leave	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Approve TOIL:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Change Employment Conditions for Line Managed Staff (increment increases, change in hours, etc)			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

## QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

**Some or all of the following are needed to perform work at this level:**

- Developing knowledge of the workplace function and operation;
- Basic knowledge of administrative practices and procedures relevant to the workplace;
- Basic numeracy, written and well established verbal communication skills relevant to the work area;
- Basic computer skills, use of Microsoft Office and data bases;
- Ability to multitask and prioritise own work.

### Prerequisites

- I. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card with Yellow Card Exemption, Satisfactory Australian Federal Police Check).



APPROVAL DETAILS	
<b>NAME</b>	Robert Sims
<b>ROLE</b>	Director
<b>DATE</b>	4 <sup>th</sup> June, 2018

DUTIES OF THE ROLE
<p><b>Respond to client enquiries (Phone/email etc.)</b></p> <ul style="list-style-type: none"> <li>▪ Provide direct support to resolve client enquiries (including billing enquiry);</li> <li>▪ Provide effective customer centred service;</li> <li>▪ Receive client complaints and report through RiskMan system;</li> <li>▪ Take payment via the phone (Credit cards) from clients.</li> </ul> <p><b>Scheduling Services</b></p> <ul style="list-style-type: none"> <li>▪ Follow program/service specific guidelines to arrange services in response to client enquiry;</li> <li>▪ Tasks include Create new services, Adjust existing services, Cancel services;</li> <li>▪ Assist in rearranging services due to staff planned and unplanned leave;</li> <li>▪ Respond to a notification of a client non response to a schedule visit event.</li> </ul> <p><b>Provide information</b></p> <ul style="list-style-type: none"> <li>▪ Internal referrals;</li> <li>▪ External referrals.</li> </ul> <p><b>Other Responsibilities</b></p> <ul style="list-style-type: none"> <li>▪ Participate in regular line management;</li> <li>▪ Undertake professional development;</li> <li>▪ Comply with CentacareCQ's policies and procedures, as per the Quality System (including current Workplace Health and Safety legislation) and relevant legislation.</li> </ul>

<b>Employee's Signature:</b>	<b>Line Manager's Signature:</b>
<b>Date:</b>	<b>Date:</b>