

Position Description

Client Services Officer

Position Details	
Title:	Client Services Officer
Level:	Level 2.1, SCHADS Award 2010
Time Fraction:	Casual
Position Relationships:	Reporting to the Practice Manager
Principal Location:	Melbourne CBD
Position Purpose:	Provide high quality client services through telephone, e-mail, face-to-face client support and associated administrative services, including data entry.
Organisation Overview	

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community. We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Relationship Learning Services
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs
- VicRoads Safe Driving Program

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Relationship Matters in the Workplace.

Relationship Matters has been supporting the community through counselling and education for over 75 years and was established and supported by the Anglican Diocese over the years. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with nine physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

Major Responsibilities	Key Performance Indicators
<p>Administration</p> <ul style="list-style-type: none"> ▪ High level and responsible contribution to Reception activities and customer service. ▪ To be well informed about all of Relationship Matters' services and programs. ▪ Provide administrative services and comply with reporting requirements in relation to data collection, entry and administration. ▪ Willingness to continue to develop skills and undertake further training, particularly to learn and master Relationship Matters' Client Information System 'Penelope'. ▪ Provision of administrative support to the Branch(s) as required. ▪ Relief for staff at Branches from time to time, as negotiated and agreed. 	<ul style="list-style-type: none"> ▪ Reliable and punctual, daily opening and closing of the office. ▪ Reception, waiting and training room areas are left tidy after the incumbent's shifts. ▪ Has knowledge of and understands all of Relationship Matters' brochures and website descriptions of services / programs offered. ▪ Ensure all client information is accurately recorded in accordance with the organisation's requirements. ▪ Maintain practitioner client appointments and calendars, record attendance or otherwise, of clients on practitioner calendars and advise practitioners of client cancellations and postponements. ▪ Participate and assist in evaluations and reviews. ▪ Report all client concerns to line manager. ▪ Contribute to the provision of telephone, e-mail and face-to-face reception and upcoming room booking requirements for the organisation. ▪ Proficiency in the use of Penelope. ▪ Demonstrated ability to work unsupervised and remain fully occupied with administrative tasks during all working hours. ▪ Ability and willingness to be flexible and to negotiate relief when reasonably requested to do so by your Manager.
<p>Continuous Quality Improvement</p> <ul style="list-style-type: none"> ▪ Read and comply with of all Relationship Matters Policies and Procedures, and understand any new or updated policy as issued from time to time. ▪ Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day to day work, for reference as required. 	
<p>Workplace Health and Safety</p> <ul style="list-style-type: none"> ▪ Comply with safety in the workplace. ▪ Take reasonable steps to prevent risks to health and safety. ▪ Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties. ▪ Report workplace incidents, hazards, accidents and emergencies immediately. 	

Key Selection Criteria

(Please note: Applicants need to respond in writing to all selection criteria)

- Initiative, timeliness and absolute commitment to customer service, responsiveness and pride in helping and professionally assisting, internal and external clients.
- Excellent organisational and time management skills demonstrated by an ability to perform multiple administrative and reception tasks at a high standard working, as part of a Client Services team.
- Ability to be the 'first face' of Relationship Matters and to represent the agency.
- The ability to make all visitors to Relationship Matters, feel welcome and respected.
- Ability to work with client anxiety and concerns, both via the phone and in person.
- Excellent interpersonal skills, including the ability to communicate effectively with people of different age groups, and diverse social and ethnic backgrounds.
- Computer competence with Relationship Matters' Client Information System (Penelope) and with the Microsoft Office Suite of programs, including Outlook, Access, Excel and Word.
- Ability to take responsibility and work unsupervised, as well as part of a team.

Personal Qualities

- High level interpersonal capacities
- Affinity with Relationship Matters' values
- Generosity of spirit
- Capacity to 'join in'
- Team player
- Attention to detail

Terms and Conditions

- Salary will be negotiated according to qualifications and experience and in accordance with the Social Community Homecare and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- As an agency funded partially through the Commonwealth Department Social Services, all employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.
- Position is subject to maintaining mandatory vaccinations as outlined in the Health Services Amendment (Mandatory Vaccination of Healthcare Workers) Act 2020.

Acknowledgements

Position:	Client Service Officer		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	