

# Position Description

## Client Services Officer

Position Details	
<b>Title:</b>	Client Services Officer – part time
<b>Level:</b>	SCHADS Award Level 2
<b>Time Fraction:</b>	0.6 EFT
<b>Position Relationships:</b>	Reporting to Manager Client Support Services
<b>Principal Location:</b>	<input checked="" type="checkbox"/> Melbourne CBD <input type="checkbox"/> Werribee <input type="checkbox"/> Geelong <input checked="" type="checkbox"/> Frankston
<b>Position Purpose:</b>	Provide high quality support to clients by responding to enquiries, delivering accurate information, and maintaining positive relationships. The role is also responsible for timely data entry, accurate record keeping, and administrative support to ensure efficient service delivery and compliance with organisational standards.

### ORGANISATIONAL 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

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, Workplace Matters.

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 eight 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.

## POSITION OVERVIEW

The Client Services Officer is the first point of contact for clients, providing courteous, efficient, and responsive service. This role is responsible for handling enquiries, delivering accurate information, and ensuring a positive client experience. In addition to client interaction, the position undertakes data entry, records management, general administrative duties and assists with facilities operations to support smooth service delivery and compliance with organisational requirements. The Client Services Officer works collaboratively with staff from across all programs to maintain high standards of client care, confidentiality, and operational efficiency.

The position will be primarily located at the site/s listed in the 'Principal Location' section, however, occasional travel to and work from other locations may be required, including for training and planning days.

## MAJOR RESPONSIBILITIES

- Provide professional, prompt front-line services to clients by responding to enquiries in person, by phone, and via email.
- Deliver accurate and timely information about Relationship Matters' services and programs.
- Undertake data entry and records management to ensure client information is up to date, accurate, and compliant with privacy requirements.
- Maintain positive client relationships by demonstrating empathy, confidentiality and professionalism.
- Support administrative tasks including scheduling appointments, preparing and sending correspondence, processing payments and other daily tasks.
- Provide support for facilities operations and upkeep by liaising regularly with the Office Co-ordinator to identify and prioritise facilities needs that ensure sites operate safely and efficiently. This also includes coordinating site-based events by arranging catering, preparing rooms, and managing set-up and pack-up.
- Escalate complex issues or concerns to the appropriate manager for resolution.
- Work collaboratively with colleagues to support efficient service delivery and continuous improvement.
- Maintain clean and tidy environment in reception and waiting areas.
- Ensure stationery and staff amenities areas are kept organised and well maintained at each site.
- Participate actively in team meetings, group reflective practice sessions and program reviews.
- Report client feedback to the line manager for recording.
- Demonstrate a willingness to build skills and knowledge through ongoing training and professional development.
- Uphold organisational policies, procedures, and compliance standards.

## Quality, Risk and Safety

- Comply with Occupational Health and Safety legislation and organisational policies.

- As part of the emergency response team, act as the site-based Health and Safety Representative and Safety Warden, using broad knowledge of site facilities to support workplace safety, incident management and emergency preparedness.
- Take reasonable steps to identify and prevent risks to health and safety in service delivery and within the workplace.
- Promote a healthy and positive organisational culture.
- Report workplace incidents, hazards, accidents, and emergencies immediately.
- Contribute to analysis, review and development of organisational policies and procedures.

Performance of other duties as required, provided such duties are within the range of the staff member's skill, competence, and training.

### KEY SELECTION CRITERIA

*(Please note: Applicants need not respond in writing to all selection criteria)*

- Passion for and commitment to high quality and responsive customer service
- Excellent organisational and time management skills demonstrated by an ability to perform multiple administrative and reception tasks at a high standard
- Proven experience in accurate data entry, record keeping, and general administrative support
- Capacity to work cooperatively within a team and contribute to a positive workplace culture
- Ability to interact effectively with a diverse range of people, ensuring all clients and visitors feel welcome and respected
- Highly developed ICT skills, including using databases and Microsoft Office programs
- Ability to work unsupervised, but use initiative to escalate matters appropriately
- Willingness to build skills, adapt to new systems, and participate in ongoing professional development
- Understanding of the importance of maintaining client confidentiality and adhering to organisational policies and procedures
- Willingness to act as an organisation OHS representative and Fire Warden.

### TERMS AND CONDITIONS

- Salary will be negotiated according to qualifications and experience and in accordance with the Social, Community, Home Care and Disability Services Award 2010, depending on skills and experience.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- 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.
- 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.
- A current driver's licence is essential.

- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures.
- Travel to the branches of the organisation, including some direct service provision from these sites is expected.
- Travel to other locations including travel at short notice and overnight stays may be required.

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ACKNOWLEDGEMENTS

<b>Position:</b>	Client Services Officer – part time		
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>CEO:</b>	Maya Avdibegovic		
<b>CEO's Signature:</b>		<b>Date:</b>	
<b>Probationary Review:</b>	Six Months	<b>Date:</b>	