



Our Vision:

Ensure better access to responsive and high-quality aged care services for older people from all backgrounds.

Our Purpose:

Provide access to aged care and service options which are affordable and inclusive of people with diverse experience and backgrounds.

Our Values (ICARE):



Position Description

Position Title:	Customer Service Officer	Position Reports To:	Facility Manager / Resident Services Manager
Positions Reporting to this Position:	Nil		
Position Purpose:	<p>The Customer Service Officer role is the primary point of contact for the service, providing high quality, customer focused administrative and reception services to residents/participant, clients, visitors, and contractors.</p> <p>The role works closely with the residential aged care home and Independent Living Units leadership team to deliver end to end customer service and administrative support across the service.</p> <p>Working as part of a committed team, the Customer Service Officer will also liaise with internal and external stakeholders to provide an exceptional customer experience.</p>		
Qualifications:	Office Administration qualifications are preferred but not mandatory.		

Skills:	<ul style="list-style-type: none"> ▪ Strong customer service focus, including ability to manage multiple telephone calls simultaneously. ▪ Excellent communication and interpersonal skills with demonstrated experience in liaising with a broad range of people. ▪ Commitment to delivering the Doutta Galla values and providing excellent customer service. ▪ Well-developed administrative skills including the ability to provide rostering support to the service's leadership team.
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	<ul style="list-style-type: none"> ▪ Ability to use a range of office equipment including telephone system, fax machine, photocopier etc. ▪ Strong planning, time management, organisational and problem-solving ability /skills ▪ Knowledge and experience in Microsoft Office Suite, with an intermediate to advanced level of Microsoft Word and Excel Database. ▪ Word Processing speed – minimum 50 words per minute.
Experience:	Experience in customer service administration role, preferably in an aged care or healthcare setting.
Customer Service	<p>This position will provide:</p> <ul style="list-style-type: none"> ▪ First point of contact for all customer service enquiries at the service including telephone, email, visitors, and contractors. ▪ High-quality customer service, providing initial information to prospective residents / clients on services available and recording of appropriate contact information in the organisation's Customer Relationship Management (CRM) system. ▪ Prompt, efficient, and courteous communication in telephone answering, message taking and information transfer. ▪ A high level of customer service to all internal and external service providers; meeting and greeting all visitors and staff in a prompt, professional and courteous manner.

Administration

- Provide general clerical and administrative support to the Service's leadership team ensuring full compliance with Doutta Galla's systems, processes, policies and procedures.
- Provide support to residents/participant and their families with administration issues and ensure adherence to systems designed to deal with any queries, comments, suggestions, issues and / or concerns is managed effectively and efficiently and referred to an appropriate area for resolution.
- In liaison with the Facility Manager / Resident Services Manager, coordinate replacement of planned and unplanned staff leaves, and complete administrative tasks related to rostering in Emplive platform.
- Maintain accurate and current information and contact details for all clients and resident representatives, staff and external providers including visiting medical personnel and distribute accordingly within organisational privacy and confidentiality guidelines.
- Coordination and management of the mail processing for the residential home and secure distribution of internal and external mail.

- Administrative support for events, documents, reports, letters, newsletters etc under the direction of the Facility Manager / Resident Services Manager and in collaboration with the ILU Leadership team.
- Maintain facility and resident petty cash and financial records to Doutta Galla, Commonwealth and audit standards including all transactions are logged, receipts that are tax and GST compliant are obtained or issued where appropriate.
- Regularly attend staff meeting and record meeting minutes as requested by the Facility Manager / Resident Services Manager.
- Provide regular updates on accurate and current information in relevant contact directories and data bases, including online.
- Prepare, maintain and distribute daily and/or weekly bed vacancy database as required.
- Liaise with relevant staff including the Facility Manager / Resident Services Manager and Admissions Coordinator in relation to family tours, resident transfers and new resident admissions.
- Undertake other administrative and procurement activities for the residential home under the direction of the Facility Manager / Resident Services Manager, as required.

Compliance

- Ensure all cash and/or valuables are at all times stored securely at the facility in accordance with Doutta Galla policies and procedures.
- Undertake monthly reconciliation of resident and facility petty cash and ensure that all claims for reimbursement are submitted in the month that the transaction occurred with appropriate supporting evidence attached to the claim.
- Ensure all financial records, reconciliations and/or transactions are appropriately reviewed and/or authorised by the relevant Facility Manager / Resident Services Manager.
- Ensure all employee, resident, administrative and/or financial files and information are stored in a safe, secure and confidential manner and are inaccessible to non-authorised personnel and are accurate, complete, up to date and do not contain inappropriate or prohibited content.
- Ensure full compliance with Doutta Galla's policies and procedures in relation to facility access, sign in and admission for visitors, agency staff, contractors, suppliers, volunteers or allied health professionals that is in accordance with Doutta Galla's Criminal History Record Check requirements and/or contractor/supplier agreements.

Quality Management	<ul style="list-style-type: none"> ▪ Ensure compliance with Doutta Galla Aged Services policies and procedures ▪ Actively participate in quality improvement initiatives and audits designed to evaluate the quality of care and services. ▪ Actively participate in the Accreditation process as required. ▪ Conduct quality audits as directed by the Facility Manager / Resident Services Manager, Operations Manager or Corporate Office. ▪ Ensure interactions with residents and their representatives are kind, caring and respectful of each individual's identity, culture and diversity.
OH&S	<ul style="list-style-type: none"> ▪ Ensure the maintenance of a safe working environment that meets regulatory requirements and undertake all duties in a manner that demonstrates, at all times, due regard for the well-being and safety of self, colleagues and residents. ▪ Adhere to Occupational Health and Safety Act and associated policies and procedures. ▪ Respond appropriately to situations of risk or potential risk to residents, staff and public. ▪ Actively participate in training and education sessions regarding occupational health and safety. ▪ Understand emergency code management, fire and evacuation procedures and implement if required. ▪ Report immediately all accidents / incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines.
Feedback and Complaints	<ul style="list-style-type: none"> ▪ Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role. ▪ Exercise the utmost confidentiality, discretion and sensitivity in dealing with staff, resident or family member, or external provider/agent complaints, issues, requests within area of responsibility in consultation with the Facility Manager / Resident Services Manager.

Acknowledgement

- I have read this position description and agree to undertake the duties and responsibilities as listed above.
- I understand I am responsible for ensuring I undertake my duties in compliance with the Aged Care Quality Standards and any relevant Aged Care legislation.
- I understand I am responsible for ensuring I undertake my duties in compliance with the NDIS Practice Standards where required.
- I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR and/or Doutta Galla management.
- I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above.
- I have read and understood the Doutta Galla Code of Conduct.

Name: _____

Signature: _____

Date: _____

