



## Employee Position Description

Position Details		
<b>Position Title:</b> Customer Service Officer – Urgent Care Clinic	<b>Department:</b> Client Support	<b>Agreement:</b> Victorian Stand-alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
<b>Reports To:</b> Customer Service Manager	<b>Location:</b> Lilydale Urgent Care Clinic	
<b>Direct Reports:</b> None	<b>Employment Status:</b> Part Time Max Term	<b>Classification:</b> M&A Grade 1
Position Primary Purpose		
<p>The purpose of this role is to assist community members of all ages suffering from urgent, non-life-threatening injuries or illness to obtain fast, priority care. These services are expected to provide comprehensive care to patients and to avoid long wait times in public Emergency Departments. We shall provide an excellent and consistent experience to community members who attend our sites by contributing to a welcoming, and barrier free environment, delivering great customer service when greeting and supporting our customers onsite, and supporting our operations to run smoothly through high quality administrative support.</p> <p>This service will be available supporting Maroondah Public Hospital Emergency. The Urgent Care Clinic is operational 365 days including Public Holidays, weekend and evenings.</p> <p>Employees are expected to be available to work when requested on Public Holidays, weekend and evenings as required operationally. This position may need to have flexibility to work across other AccessHC Urgent Care sites if required.</p>		
Decision Making Authority	Key Relationships	
<p><b>Decisions made independent of Manager</b></p> <ul style="list-style-type: none"> <li>In accordance with the Delegated Authorities</li> </ul>	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Customer Support team</li> <li>Managers and Senior Managers</li> <li>Front-line staff and volunteers</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>Customers</li> <li>Partner service providers</li> </ul>	

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Key Accountabilities	
Focus Areas	Responsibilities
<b>Customer Service – Urgent Care Clinic</b>	<p><b>Delivering an exceptional experience to our customers when they attend our sites including:</b></p> <ul style="list-style-type: none"> <li>• Providing a welcoming, friendly and efficient reception service to all customers attending AccessHC sites</li> <li>• Providing customers with information about the services and activities offered by AccessHC and eligibility criteria</li> <li>• Supporting customers to connect with our services directly or by referring them to the appropriate team</li> <li>• Observing strict confidentiality in accordance with the policies and procedures of the organisation</li> <li>• Arranging and co-ordinating interpreting/translating services when required</li> <li>• Handling client complaints and feedback, escalating where required to achieve resolution</li> <li>• Booking and rescheduling appointments for customers attending our premises in person or via telephone</li> <li>• Undertake other duties as required</li> <li>• Confidence to liaise with external care providers and organise appropriate emergency transport, including 000 operators, Ambulance Victoria, Nurse on Call, St Vincent’s Hospital, General Practitioners</li> <li>• Capacity to work calmly and efficiently in high-stress, fast-paced, unpredictable and moving environments</li> <li>• Ability to contribute to the implementation of quality improvement activities within the workplace</li> <li>• Competence in following local protocol surrounding local infection, prevention and control standards, including wearing recommended PPE and advising patients as indicated on the use of PPE within the premises</li> <li>• Ability to communicate wait times to patients</li> <li>• Confidence to de-escalate challenging behaviour and handle customer complaints with professionalism</li> </ul>
<b>Operational Support</b>	<p><b>Providing effective administrative support so our operations run smoothly, including:</b></p> <ul style="list-style-type: none"> <li>• Registering new clients for services when they attend sites</li> <li>• Maintaining and updating client records and files</li> <li>• Photocopying, filing, scanning, emailing, faxing, medical reports/patient results</li> <li>• Processing recalls and reminders for customers</li> <li>• Assisting with the compilation of reports for funding bodies as directed</li> <li>• Ensuring backup of computer system as required and assist in the operation of the computer system</li> <li>• Distributing daily mail and faxes to appropriate staff</li> </ul>
<b>Work Environment</b>	<p><b>Under the direction of the Customer Service Manager ensure that the work environment is safe and welcoming including:</b></p>

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	<ul style="list-style-type: none"> <li>• Conducting daily opening and closing procedures</li> <li>• Maintaining areas of the site(s) to ensure they are kept clean, tidy, accessible and free from hazards</li> <li>• Maintaining and stock clinic/consultation rooms with consumables and stationary</li> <li>• Preparing consultation room(s) for the day</li> <li>• Ordering stationery and supplies</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Respect, Innovation and Quality</i></b></li> </ul>
<b>Governance and Compliance</b>	<ul style="list-style-type: none"> <li>• Act in accordance with AccessHC's policies, procedures and code of conduct</li> <li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position</li> <li>• Participate in mandatory training requirements to support the delivery of a safe and effective service</li> </ul>
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Act in accordance with health and safety policies and procedures at all times</li> <li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct</li> </ul>
<b>Selection Criteria</b>	
<p><b>Mandatory selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Police Check</li> <li>• International Police Check (if living or working overseas within the last ten years)</li> <li>• Working With Children Check</li> <li>• Driver's Licence (preferred but not essential)</li> </ul> <p><b>Key selection criteria items</b></p> <ul style="list-style-type: none"> <li>• Experience in a customer-facing role; such as medical reception, reception, retail or hospitality</li> <li>• Strong customer service skills</li> <li>• Strong communication and interpersonal skills</li> <li>• Experience in using Microsoft Office Suite is essential</li> <li>• Other relevant software applications desirable (TRAKCare, Pracsoft, HICAPS, Medical Director Clinical or Titanium)</li> </ul>	<p><b>Attributes</b></p> <ul style="list-style-type: none"> <li>• High level of cultural sensitivity and awareness</li> <li>• Commitment to continuous quality improvement</li> <li>• A willingness to learn new skills</li> <li>• Effective time management and prioritisation skills</li> <li>• Well-developed presentation and written communication skills</li> <li>• High level of accuracy and attention to detail</li> <li>• Strong problem solving and negotiation skills</li> <li>• Demonstrated ability to work independently and in a team environment</li> <li>• Demonstrated behaviours consistent with AccessHC values.</li> </ul>

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*Access Health and Community is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or AOD recovery experience, and those with diverse genders and sexualities.*

*At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.*

*We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. Access Health and Community acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.*

*As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Workers Screening Check, Working With Children Check, Police Check and potentially an International Check.*

Authorisations	
<b>Employee Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /	<b>Manager Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /

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