

SUCCESS PROFILE

Client Services Officer

As at 15/12/2025

You will make a difference by	• Providing responsive and welcoming services which includes serving clients, answering incoming phone calls and communication with key stakeholders in a positive, efficient and timely manner. • Ensuring positive and effective working relationships are generated and maintained via open communication and the sharing of knowledge that will result in enhanced client experience. • Maintaining client confidentiality and discretion regarding client information, appointments and client interactions. • Ensuring Team Leader and Manager are aware of any issues which may impact on service delivery and or any issues which may impact on the team. • Working on site to provide face to face support to clients. • Working at any of our campuses as required.
To succeed, you will need	• Previous experience in customer service preferably within the medical, community, dental and/or health environment. • Demonstrated ability to work under pressure in a high-pressure environment. • Demonstrated ability to work cohesively within a team environment and ability to work autonomously. • Demonstrated high level interpersonal and communication skills, both written and verbal. • Demonstrated high level complaint resolution skills and experience in dealing with challenging behaviours.
You will improve and promote One Team IPC Health by	• Acting with purpose, measuring our results, and celebrating achievements. (We make a difference.) • Going above and beyond, demonstrating understanding and respect for our communities and each other. (We are passionate.) • Learning, experimenting and innovating. (We are creative.)
We will contribute to your success by	• Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health's strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities.

	- Ensuring you feel fulfilled at the end of each workday. - Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	- Make positive contributions to the overall functionality of the team. - Identify and report incidents, hazards, risks or building maintenance issues as they occur. - Participate in continuous improvement initiatives and training as required. - Develop and maintain harmonious, effective relationships with all staff, professional groups and external community and key stakeholders. - Promote the values and principles of IPC Health, we are passionate, we make a difference, we are creative.

Contract Type	Ongoing	
Team	Client Services	
Reports to	Team Leader/Manager Client Experience	
Key relationships	- General Manager Operations and Clinical Care - Manager Client Experience - Client Services Team Leader - Service Providers	
Location	The employee may reasonably be required to travel and work at other locations dependent on the need of the business.	
Vaccination category	Category C	
Compliance	Standard	Action / Requirements
	OH&S	Work in a manner that complies with IPC Health's OH&S obligations and adds to a safety culture for all
	Child Safety Standards	A proactive approach to ensuring the safety, wellbeing, and inclusion of all children, in line with our legal and ethical obligations.

		Must demonstrate a strong understanding of child safety principles and uphold these values in all aspects of their work.
	WWCC	Must maintain a valid employee check and list IPC Health as their employer
	Police Check	Must maintain a valid check
Systems required for role and access level	Trak Care	Titanium
	Best Practice	Click or tap here to enter text.
		Click or tap here to enter text.

Our Purpose

We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

