

## Employee Position Description

Position Details		
<b>Position Title:</b> Service Liaison	<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 2018-2022.
<b>Reports To:</b> Service Connection Manager	<b>Location:</b> Doncaster	
<b>Direct Reports:</b> None	<b>Employment Status:</b> Full Time	<b>Classification:</b> Manager and Admin, Grade 2 (Award)
Position Primary Purpose		
<p>The purpose of this role is to ensure that Access HC's customers have an excellent and consistent barrier free experience when connecting with our services. This is achieved by delivering great customer service when engaging with our customers and supporting our customers to connect with the services they need in a timely fashion.</p> <p>This position will manage service agreements and quotations in the NDIS &amp; Home Care Packages space. This will involve working with the Manager Service Connection to develop and manage the administrative component of Allied Health Service Agreements, provide quotations to providers and set up participants on the client management system.</p> <p>The role will also respond to service enquiries and requests and communicate and liaise with team members, key stakeholders, services users, families, staff and others.</p>		
Decision Making Authority		Key Relationships
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>In accordance with the Delegated Authorities</li> </ul>		<b>Internal</b> <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> <b>External</b> <ul style="list-style-type: none"> <li>Customers/Participants</li> <li>Referring agencies</li> <li>Partner service providers</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Key Accountabilities	
Focus Areas	Responsibilities
<b>Customer Service</b>	<b>Delivering an exceptional experience to our customers and stakeholders via phone/email including:</b> <ul style="list-style-type: none"> <li>• Being welcoming and friendly in all engagements with customers and stakeholders</li> <li>• Ensuring transparent and timely communications with customers and stakeholders</li> <li>• Delivering exceptional customer focused service to assist customers to navigate service systems and funding and to complete initial needs assessments</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>• Other duties as required</li> </ul>
<b>Client Services</b>	<ul style="list-style-type: none"> <li>• Screening of NDIS participants and development of NDIS service agreements</li> <li>• Screening of HCP clients and development of HCP service agreements</li> <li>• Provide quotes for services</li> <li>• Demonstrate operational understanding of relevant funding streams and implications for care delivery, to ensure clients ease of engagement in services at Access Health.</li> <li>• Be aware of administrative requirements of relevant funding streams, legislation and Access Health &amp; Community Policies and Procedures relevant to services.</li> <li>• Ensuring compliance with National Safety and Quality Standards, relevant Government and Funding stream requirements and Access Health &amp; Community Policies and Procedures, to ensure high level of services and ensure continued revenue streams.</li> <li>• Complete the necessary processes associated with client registration.</li> <li>• Communicate &amp; liaise with team members, key stakeholders, services users, families, staff &amp; advocates</li> <li>• Understand roles and interdependencies of other departments and divisions at AccessHC for improved collaboration and outcomes for clients.</li> </ul>
<b>Service Connection</b>	<b>Supporting customers to connect with the right services at the right time including:</b> <ul style="list-style-type: none"> <li>• Providing accurate information about available services, eligibility criteria, wait times, fees, and rights and responsibilities in accessing services</li> <li>• Where AccessHC is unable to provide services, liaising with external service providers and providing advice to customers on alternatives</li> <li>• Facilitating connection to services in accordance with AccessHC and funder procedures, including eligibility assessments, quotes, development of service agreements</li> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <li>Establishing and maintaining effective working relationships and communication processes with relevant external agencies</li> <li>Advocating on behalf of people from diverse backgrounds to access the service and systems</li> <li>Maintaining accurate records of activities in relevant AccessHC and funder systems.</li> </ul>
<b>Administration and reporting</b>	<ul style="list-style-type: none"> <li>Accurately maintain database records and information systems</li> <li>Assist with collation of data for reporting purposes</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</i></b> and <b><i>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>

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Selection Criteria	
<b>Standard selection criteria items</b> <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>• NDIS Worker Screening Check</li> <li>• COVID Vaccination Certificate</li> <li>• Working With Children Check</li> </ul> <b>Qualifications, registrations and experience</b> <ul style="list-style-type: none"> <li>• Experience in a customer service role in a phone-based environment</li> <li>• Demonstrated knowledge of health and/or community services programs and eligibility</li> <li>• Previous experience with NDIS and Home Care Packages highly desirable</li> <li>• Experience in using Microsoft Office Suite essential, and other relevant software applications desirable (TRAKCare, My Aged Care, and Proda).</li> </ul>	<b>Key skills and attributes</b> <ul style="list-style-type: none"> <li>• Strong customer service skills</li> <li>• Strong communication and interpersonal skills</li> <li>• High level of cultural sensitivity and awareness</li> <li>• Commitment to continuous quality improvement</li> <li>• Effective time management and prioritisation 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>
<p style="text-align: center;"><i>AccessHC is a Child Safe Organisation.</i></p> <p style="text-align: center;"><i>AccessHC actively supports an inclusive culture and celebrates its diversity. We encourage applications from people with disabilities, diverse genders and sexualities, Aboriginal peoples and people from a culturally and/or linguistically diverse background.</i></p>	

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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