



## Employee Position Description

Position Details		
<b>Position Title:</b> Service Consultant	<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> PT Permanent	<b>Classification:</b> Manager and Admin, Grade 2
Position Primary Purpose		
<p>The purpose of this role is to ensure that Access HC's customers have an excellent and consistent 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>		
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>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>	<p><b>Delivering an exceptional experience to our customers and stakeholders via phone/email including:</b></p> <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>Service Connection</b>	<p><b>Supporting customers to connect with the right services at the right time including:</b></p> <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> <li>• Registering and scheduling initial appointments for new customers and arranging for confirmations via email, mail or SMS</li> <li>• Liaising with customers regarding the rescheduling and cancellation of service bookings</li> <li>• Reporting on service connection activities</li> <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>• Working closely with staff and community to ensure equity of access (particularly for disadvantaged groups with the community) to the range of services and programs AHC provides</li> <li>• Maintaining accurate records of activities in relevant AccessHC and funder systems.</li> </ul>
<b>AccessHC Values</b>	<ul style="list-style-type: none"> <li>• Through actions and behaviour, demonstrate AccessHC Values of; <b>Equity, Collaboration, Respect, Innovation</b> and <b>Quality</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> </ul>

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> <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>

Selection Criteria	
<p><b>Standard 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>NDIS Worker Screening Check</li> <li>Working With Children Check</li> </ul> <p><b>Qualifications, registrations and experience</b></p> <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>Experience in using Microsoft Office Suite essential, and other relevant software applications desirable (TrakCare, My Aged Care, Proda).</li> </ul>	<p><b>Key skills and attributes</b></p> <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><i>AccessHC is a Child Safe Organisation.</i></p> <p><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>	

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Version No: 1	Last Updated: (17/05/2022)	Author: (Robyn Pearson)	Approved By: (Jane Seeber)	Page 3 of 4

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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