

<b>Location/s</b>	Client Contact and Administration Centre
<b>Reporting to</b>	Client Service Leader
<b>Direct Reports</b>	Nil
<b>Level</b>	Standard Stream Level 2
<b>Date Updated</b>	April 2024

### About the Role

The purpose of this position is to provide quality information to clients and book appointments for appropriate services within RAQ or refer them to relevant external service providers.

### Key Responsibilities

<b>Service Delivery Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide RAQ clients with a responsive service that displays an understanding of the problems they are encountering.</li> <li>• In accordance with protocols, conduct a brief assessment of the client needs in order to make appropriate referrals and bookings.</li> <li>• Utilising the client information system, provide a central booking system for face-to-face and telephone counselling.</li> <li>• Attend to crisis calls including linking/referring callers to the nominated counsellor, or partner service.</li> <li>• Provide information to clients about RAQ services, as well as other services available to them in the community, either verbally and/or as mailed out materials.</li> <li>• As appropriate, facilitate referrals to nominated community support groups and services.</li> <li>• Establish clients and record client enquiries in the client information system.</li> <li>• Generate follow-up calls for client evaluation purposes and enter data into systems.</li> <li>• Effective communication with line management on matters pertaining to the service delivery function of the position, particularly difficult calls.</li> </ul>
<b>Duty of Care and Legislative Requirements</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality and duty of care, including identification and assessment of domestic and family violence, child safety, threat of harm to self or others, and other risk factors; and take appropriate steps as required by organisational policy and procedure.</li> <li>• Understand and meet legislative and funding requirements including collecting and recording statistical data in a timely and accurate manner.</li> </ul>
<b>File and Diary Management</b>	<ul style="list-style-type: none"> <li>• Maintain client files, case notes and risk management documentation as per organisational policy and procedure.</li> <li>• Maintain the client information system to enable effective and informed client bookings.</li> <li>• Maintain statistical records and provide reports as required.</li> <li>• Maintain up-to-date referral protocols for commonly used services.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Demonstrate ongoing commitment to participation in professional development as per organisational policy and procedure.</li> </ul>

<b>Professional Development cont'd</b>	<ul style="list-style-type: none"> <li>Be receptive to feedback and apply reflective practice to improve professional development.</li> <li>Assist with the training and development of other RAQ employees by participating in dual head-setting sessions where required.</li> </ul>
<b>Administration and Planning</b>	<ul style="list-style-type: none"> <li>Where directed assist with the provision of other administrative duties.</li> <li>Contribute to operational planning as requested by the reporting manager.</li> </ul>
<b>Other Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>Adhere to all organisational policies, procedures, standards, and practices.</li> <li>Act only in ways that advances RAQ objectives, values, and reputation.</li> <li>Other duties, consistent with skills and experience, as directed by the reporting manager.</li> </ul>

### Core Competencies

<b>Business Savvy</b>	Applies knowledge of the business and the industry to advance the organisation's goals.
<b>Accountability</b>	Accepts personal responsibility for actions and consequences, reflects on own performance and commits to personal and professional development.
<b>Collaborative Relationships</b>	Builds collaborative and constructive working relationships, working as a team to achieve goals.
<b>Diversity &amp; Inclusion</b>	Interacts with all stakeholders in ways that demonstrate respect of social and cultural differences and commits to challenging attendant social inequities.
<b>Innovation &amp; Continuous Improvement</b>	Applies knowledge, experience, and ideas to develop new and better ways of working, adapts to change and maintains resilience.

### About You

To be successful in this position you will have:

	<b>Required</b>	<b>Highly Desired</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Previous experience in a customer service role.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Certification, for example, Certificate III in Business.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience in a professional work environment.</li> </ul>	<ul style="list-style-type: none"> <li>Working within a call centre environment.</li> <li>Working within the community services sector.</li> </ul>
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>Knowledge of relevant legislation pertaining to the programs and services offered by RAQ.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent communication skills both written and verbal.</li> <li>Excellent time management.</li> <li>Competent in computer use (Microsoft Office, email, web-based programs) and have the ability to learn new programs and applications.</li> </ul>	

*It should be noted that Position Descriptions are under constant review and may be changed at any time.*