

Position Title	Client Services Officer
Program	Client Engagement Services
Location	Port Pirie
Reports to	Team Leader, Client Engagement
Probationary period	6 months

## PRINCIPLES THAT GUIDE OUR WORK

- A strong commitment to our vision "*Compassionate, respectful and strong country communities where all people flourish*".
- Respect and value the organisation, its clients and its workers.
- Demonstrate commitment to the employee Code of Conduct
- Demonstrate commitment to the safety and wellbeing of children, especially in relation to safeguarding children from harm or risk of harm.
- Engage positively with Aboriginal people and deliver culturally appropriate and respectful services.
- Engage in inclusive practice with people irrespective of culture, ethnicity, disability, relationship status, pregnancy status, political opinion, social origin, age, intersex status, faith, sexual orientation and gender identity.
- Foster a culture of respect, inclusion and zero tolerance towards violence in all its forms.
- Demonstrate and accept the vision and values of Uniting Country SA Ltd.

## PROGRAM OBJECTIVE

The Uniting Country SA (UCSA) Client Engagement Service listens to people who present in crisis and helps them find a way to address the issues impacting on their wellbeing. The service aims to connect people to appropriate longer-term support to address underlying issues and provide short term emergency material aid.

## POSITION OBJECTIVE

The Client Services Officer (CSO) is the first point of contact for people requiring, or enquiring, about UCSA services. The CSO assists and responds to people who present at the UCSA front counter or who phone in on the generic number. The CSO role is to briefly listen to the person and then determine their needs and what assistance is most appropriate. The CSO ensures the person is connected with the programs that will address their immediate needs.

This role requires an ongoing satisfactory Department of Human Services (DHS) Working with Children Check and is subject to all screening and assessment requirements of State and Commonwealth legislation that interacts with the *Children and Young People (Safety) Act 2017*.

## DUTIES AND RESPONSIBILITIES

This role will provide services to clients using the Uniting Country SA (UCSA) interACT model of therapeutic practice, requiring you to perform your role in a professional and client centred manner.

### Within your area of responsibility:

- Be courteous, non-judgemental and welcoming to all people who are presenting in person at our office or calling by phone
- Acknowledge all people and actively listen and respond to their needs.
- Support clients to complete any relevant paperwork and connect them to appropriate resources and services.
- Undertake all administration tasks as required, such as administering petty cash

- Manage and diffuse difficult and potentially aggressive situations
- Ensure accurate information is collected and stored in the relevant database/s.
- Communicate verbally and in writing with clients, other staff and stakeholders in a clear, timely and positive manner.
- Complete comprehensive, professional case notes finalised within allocated timeframes on the relevant database/s.
- Plan and organise workload to achieve specified outcomes within set time frames including providing reports as required.
- Work collaboratively with a diverse range of people with multiple and complex needs.
- Attend regular professional supervision sessions, relevant meetings, training and development opportunities.
- Other duties as reasonably requested within your level of skills and qualifications.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery.

## ACCOUNTABILITY

- Act within the area of primary responsibility for this role.
- Ensure the programs achieve objectives and participant outcomes.
- Carry out all functions and activities in line with funding contracts.
- Actively participate in your own professional development as required.
- The satisfactory and timely completion of all delegated tasks.

## RELATIONSHIPS AND REPRESENTATION

- Participate in activities that serve clients and promote UCSA values and goals.
- Establish and maintain strong relationships at appropriate levels with both Government and Non-Government organisations, in order to consider community needs and services.
- Establish and maintain productive and respectful relationships with all other team members.

## CAPABILITIES

### Personal

- Articulate.
- Self-motivated and enthusiastic.
- Flexible and creative.
- Proficient time manager / Punctual.
- Exercise initiative.
- Work autonomously and as part of a team.

### Job Specific Capabilities

- Strong relationship building and communication skills.

### Knowledge

- Knowledge of key barriers facing people with complex needs, and best practice models of support and service provision.
- Knowledge of legal and statutory requirements relevant to services.
- Knowledge of Strength Based practices, crisis management and problem-solving theories.
- Knowledge of a Human Service organisation, its values and philosophies.
- Commitment to social justice, empowerment and self-determination principles.

## SPECIAL CONDITIONS

The successful applicant will be required to:

- Hold a current DHS Working with Children Check.
- Hold a current Australian Driver’s Licence.
- Travel throughout the region and/or interstate as required.

- Be available for some out of hours work.
- Participate in the Agency triage roster as requested.
- Undertake Core Competency and other training relevant to the position.

## QUALIFICATIONS

- Certificate IV or above in a Human Services related discipline is highly desirable.
- Relevant experience in a paid or voluntary capacity.

## COMPLIANCE

- Adhere to the Work Health and Safety Policies of UCSA by ensuring you take reasonable care to protect one's health and safety whilst at work and avoid adversely affecting the health and safety of any other staff member through any unsafe work practice or act of omission.
- Comply with UCSA's Policies and Procedures, including all relevant legislation detailed within them.
- Comply with the Service Agreement with the funding body.
- Comply with Professional Codes of Conduct and Agency Non Negotiables.

## KEY RESULT AREAS

Key Result Area	Key Responsibilities/Indicator
<b>Annual Planning</b> <i>Demonstrate commitment to strategic direction of UCSA Ltd.</i>	<ul style="list-style-type: none"> <li>• Actively participate in all planning sessions as required.</li> <li>• Contribute to annual business planning activities.</li> </ul>
<b>Customer Service</b> <i>Commitment to providing high quality services to meet the individual needs of clients both internal and external.</i>	<ul style="list-style-type: none"> <li>• Follow up enquiries in a timely manner as per any arrangements made.</li> <li>• Monitor client surveys for trends/issues.</li> </ul>
<b>Professional/Technical Knowledge and Skills</b> <i>Demonstrated knowledge and application of the specific skills required:</i> <ul style="list-style-type: none"> <li>• Case management skills.</li> <li>• Data entry and case notes.</li> <li>• Articulation.</li> <li>• Time management.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure partnerships and networks are nourished and maintained: <ul style="list-style-type: none"> <li>◦ Actively participate in partnership meetings.</li> </ul> </li> <li>• Participate in management and quality assurance by: <ul style="list-style-type: none"> <li>◦ Collecting/collating quality data.</li> <li>◦ Fully supporting all QA frameworks.</li> </ul> </li> <li>• Maintain levels of professional development and utilise models learned.</li> <li>• Comply with all budget requirements as per funding agreements.</li> </ul>
<b>Teamwork and Communication</b> <i>Excellent communication and interpersonal skills.</i>	<ul style="list-style-type: none"> <li>• Promote UCSA positively internally and externally.</li> <li>• Cooperate to achieve team goals.</li> <li>• Communicate respectfully.</li> <li>• Actively listen and consider other people's perspective.</li> <li>• Share knowledge and experience with colleagues.</li> </ul>
<b>Commitment to Workplace Responsibilities</b>	<ul style="list-style-type: none"> <li>• Act in a professional manner consistent with UCSA values, policies and procedures.</li> </ul>

<p><i>Commitment to meeting all legislative and organisational responsibilities and working in accordance with UCSA policies and procedures.</i></p>	<ul style="list-style-type: none"> <li>• Role model positive workplace culture.</li> <li>• Strive for continuous improvement.</li> <li>• Meet all recordkeeping requirements determined under contract by the program funding body, legislation and organisation.</li> </ul>
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I have read and fully understand the expectation Uniting Country SA has of me in fulfilling the role of Client Services Officer.

Signed: \_\_\_\_\_  
Employee

Signed: \_\_\_\_\_  
Manager

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Date PD Reviewed	Line Manager Signature <i>Only sign if no changes made to PD. Where changes have been made a new PD must go on file</i>