

# POSITION DESCRIPTION

Customer Services Officer – Hopwood Reception

*Supporting Everyone to be healthy and live well*

## PURPOSE OF THE ROLE

The Customer Service Officer (CSO) is a member of the reception and administration team in the Community Services Division. The role of the CSO is to facilitate access for consumers to Community Services and support staff within the Community Services Division by providing reception, administration, referral and booking services. The position requires a broad range of skills and the ability to be flexible and adapt to varying situations. A CSO is required to work as a team member with both clerical and clinical staff and show initiative and highly developed problem-solving skills.

Position Details	
Position Title:	Customer Service Officer
Department	Community Services Administration
Reports to:	Director Allied Health Executive Director Community Services
FTE:	Casual
Enterprise Agreement:	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</i>
Position Classification:	HS1A- HS15
Position Description last reviewed:	October 2024

Key Accountabilities
<ul style="list-style-type: none"><li>Well-developed interpersonal and written communication skills;</li></ul>
<ul style="list-style-type: none"><li>Sound analytical and problem-solving skills;</li></ul>
<ul style="list-style-type: none"><li>Demonstrated reception and administration skills;</li></ul>
<ul style="list-style-type: none"><li>Demonstrated high standard of customer service for individuals and groups with diverse needs;</li></ul>
<ul style="list-style-type: none"><li>Demonstrated ability to work autonomously and effectively within a team environment;</li></ul>
<ul style="list-style-type: none"><li>A high standard of clerical practices and technological expertise including data entry and the key components of Microsoft Word, Excel, Outlook and Internet Explorer;</li></ul>
<ul style="list-style-type: none"><li>Proven high level of organisational and time management skills in performing multiple tasks and setting priorities.</li></ul>

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### Position Specific Responsibilities

#### Administration:

- Accessing clinic and clinician schedules for client appointments;
- Responsible for file retrieval from off-site storage as requested;

#### Customer Service:

- Meeting and greeting consumers accessing and enquiring about services;
- Scheduling, rescheduling or cancelling consumer appointments;
- Answering telephone calls and taking messages for staff;
- Processing daily mail and arranging postage;
- Receipting payments from consumers for services provided;
- Booking meeting and consulting rooms for other staff members and outside organisations;
- Preparing and maintaining waiting, meeting, treatment and consulting rooms in a tidy and presentable condition;
- Provide verbal and written information to the community regarding services;
- Word processing letters for clinicians as required;
- Support and preparation for programs/groups, mail-outs support and preparation;
- Undertake monitoring and restocking of stores/consumables and submit repair and maintenance requests. Poster and brochure preparation and monitoring of stock levels;
- The CSO may be requested to perform other duties, as reasonable and appropriate, from time to time;

#### Referral Processing:

- Receipt referrals from internal and external sources and ensure three client identifiers are noted which may require liaison with the client and/or the referrer;
- Maintain accurate patient demographics in the health service patient administration system (IPM) and the Regional Community Platform (RCP);
- Assist with tasks associated with Regional Community Platform (RCP) when required, as appropriate;
- Scan (hard copies) or email (soft copies) all referrals to Kofax. Kofax is a processing solution accessible via direct scanning or automatic transmission through key identification markers, for example a barcode;
- Date stamp hard copy of referral and stored for collection by a Kofax Administration Clerk;

#### Document Processing:

- Any client correspondence, tests or assessments that require scanning into the client electronic Patient Record (ePR), namely RCP, are to be scanned to Kofax, date stamped and stored for collection by Kofax Administration Clerk;
- Large documents, for example, an Advanced Care Plan (ACP) or multi-page comprehensive medical assessment may be ideally stored in the Echuca Regional Health (ERH) Health Information Service (HIS) file, rather than scanned into RCP and consequently will be date stamped and stored for collection by a Kofax Administration Clerk;
- A Clinician may request a CSO to retrieve a document from the Integrated Care Services (ICS) hard copy file to be scanned to Kofax. The document will be checked for three patient identifiers before it is scanned and re-filed in the ICS file;
- A Clinician may request a CSO retrieve an ICS file for review and return to the CSO team for refiling;





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## Organisational Responsibilities

Positively promote ERH within and externally to the organisation
Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct
Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position
Comply with relevant registration bodies mandatory continuing professional development requirements
Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

## CARE Values

All staff are expected to behave in a way that is in alignment with our corporate values:	
<b>Collaboration</b> 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
<b>Accountability</b> 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
<b>Respect</b> 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
<b>Excellence</b> 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

## Key Relationships

Internal	External
Director Allied Health	Consumers, families and carers
Executive Director Community Services	Referrers and external agencies
Other CSOs and ERH clinicians	
Other ERH Department staff such as HIS, Finance etc.	

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## Selection Criteria

### Essential:

- Evidence of a high standard of clerical / reception skills including a positive customer service approach;
- Ability to accurately undertake appointment scheduling and completion of the referral and booking processes;
- Efficient and timely general office management practices;
- Effective and efficient use of relevant technologies, including the key components of Microsoft Office, Microsoft Word, Excel, Outlook, Internet Explorer and appropriate health management systems;
- Demonstrated ability to work both as part of a team and autonomously;
- Flexibility of days and hours of work;
- Strong communication skills and demonstrated ability to work within a team environment.

*Satisfactory evidence of; National police check, Working with Children's Check, NDIS Worker Screening Check and Vaccination status in line with policy and procedure at this time.*

### Desirable:

- Working knowledge of client management databases and ePRs used for Community Services services;
- Intermediate/Advanced skills in Microsoft Excel;
- Certificate IV - Office Administration or Certificate III - Business and Health Service Assistance.

## TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: \_\_\_\_\_ Date:        /        /

Print Name: \_\_\_\_\_

cc: Employee File