

**POSITION DESCRIPTION – Customer Service Officer/Reception****Part 1 – Expectations for Your Role**

<b>Position</b>	Customer Service Officer/Reception
<b>Service / Program</b>	Family Support Services
<b>Industrial Instrument</b>	HSUA 1&5 - Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multi Enterprise Agreement 2018-2022
<b>Instrument Classification</b>	Grade 1
<b>Reports to</b>	Youth Child & Family Services Team Leader - Reception
<b>Effective Date</b>	May 2025

**Key Deliverables**

- A professional, efficient, responsive and informed reception and administration service is provided to clients, staff and visitors with accuracy and within required timeframes.
- All external visitors to the office are greeted and attended to in accordance with Each and various program's processes.
- Client confidentiality is strictly maintained in accordance with Each policies and procedures.
- Demonstrate a sound understanding of the importance and attention to detail of complex appointment scheduling.
- Data entry is completed with a high level of accuracy and processed within timeframes outlined in policies and procedures.
- Client system reports correspond to program statistical data.
- Contributes to the maintenance of a clean and safe work area and report incidents where appropriate.
- Contributes to a workplace environment which supports peers, develops teamwork and ensures the provision of quality services for agency clients.
- Contribution to a positive team culture as demonstrated by participation in team meetings, supervision and Each activities.
- Compliance with relevant legislation, regulations and service standards is achieved and maintained.
- Work within Each's policies and procedures including OH&S, Privacy & Confidentiality, Rights & Responsibilities and relevant quality and service standards.
- Complete training as required.
- Participate in a culture of quality and innovation, ensuring alignment with Each's existing quality improvement and accreditation systems.
- Provide services in alignment with relevant funding bodies.
- Participate in monthly staff supervision and annual performance planning reviews and attend staff meetings as required and agreed upon.
- Ability to work across various sites as required by the organisation.

**Skills**

- Exceptional customer service skills with the ability to work with a broad range of people from a variety of backgrounds and experiences in the community.
- Ability to demonstrate flexibility in a fast paced and changing environment whilst remaining calm and focused.



- Intermediate computer skills including Microsoft Office, web-based applications and platforms, Medical Director, Trakcare and Carelink+ and the ability to navigate client information systems, databases and other electronic information exchange processes.
- Accurate data entry and correspondence proficiencies with an emphasis on attention to detail.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.
- Accomplished decision making and time management skills with the capacity to work autonomously as required.

### **Experience and Knowledge**

- Previous experience working in the community and social health sectors.
- Extensive experience in a busy customer service officer or reception role.
- Demonstrated understanding of the needs, issues and sensitivities of people from culturally diverse and other minority backgrounds.
- Computer experience, including Microsoft Office and web-based applications and the ability to navigate client information systems, databases and other electronic information exchange processes.
- Demonstrated understanding of privacy and consent policy and practices.
- Demonstrated understanding of the importance to maintain strict confidentiality and impartiality.

### **Qualification/Registrations/Licences (*Mandatory only*)**

- Completed Year 12 or equivalent.

### **Physical Requirements**

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

### Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

### Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

### Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

### Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

### Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

### Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

### Key Selection Criteria

#### Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

#### Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.



- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.