

## Client Support Officer

Position Level	Team Member	Department	Client Services
Location	Adelaide	Direct/Indirect Reports	Nil
Reports to	Client Support Team Leader		

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

### ■ Position Summary

The Client Support Officer is responsible for providing efficient and effective administration support and quality customer service to Guide Dogs SA/NT clients and service delivery teams.

### ■ Key Relationships

- This position reports to the Client Support Team Leader.
- There are no staff reporting to this position.
- This position works closely with other Client Support Team members, Clinical Supervisors, and staff within Client Services, Dog Services and Corporate Services.

### ■ Position Responsibilities

#### Key Responsibilities

- Provide an accurate, timely, and professional general administrative service to Client Services and Dog Services teams.
- Develop and maintain an advanced knowledge of, and proficiency with, the client relationship management system to accurately input client referrals, maintain client records, open programs, perform data integrity checks, add services and events and draw reports or data as required.
- Work collaboratively with clients and staff to provide a continuous, efficient rostering and scheduling service for mobile teams of service delivery professionals, using diary management
- Assist with maintenance of Client Services and Dog Services records and data management systems as required.
- Process NDIS and MAC client data, monitor trends and uptake of NDIS and MAC packages, and provide NDIS and MAC Portal administrative support.
- Prepare and monitor all fee for service client documentation and data in a timely and accurate manner and in accordance with Guide Dogs SA/NT's policies and procedures
- Assist with the full range of administrative and financial processes and duties associated with service delivery within a fee for service environment including billing, service agreements and quotes.
- Assist the Client Support team to manage stock (equipment) for Client and Dog Services, including ordering, maintenance of stock levels, current pricing information, and posting or invoicing as required.

- Assist the client and Client Services staff to ensure funding agreements and Guide Dogs SA/NT individual service agreements are implemented according to client needs using highest level customer service values and principles.
- Monitor and review clients' services to ensure compliance to external funding bodies
- Apply customer centric principles to all client interactions to contribute to positive client experience at all touch points, from first enquiry, to intake, service and appointment scheduling, and post service feedback.
- Acquire knowledge of Guide Dogs SA/NT services, the wider disability sector, and client funding pathway options in order to respond to clients seeking information via the Guide Dogs SA/NT 'Your Support Line' telephone line, as well as proactively responding to client web or email enquiries, referrals, or requests.
- As required, provide breaks and back-up assistance to the front of house Reception team.
- Initiate and be actively involved in continuous improvement initiatives.
- Seek learning opportunities, develop and maintain own professional development portfolio of learning and experience.
- Participate in ISO/Quality functions as required.
- Pro-actively develop and maintain strong internal and external relationships including those with clients, volunteers and other key contacts to strengthen brand awareness and ensure a collaborative working environment.
- Accept responsibility for own safety in the workplace and take appropriate remedial action when hazards are observed.
- Contribute to specific change management strategies as required.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated customer service experience in a fast-paced office environment
- Experience working with NDIS or aged care service provision in an administrative or client intake context - desirable
- Advanced knowledge and demonstrated skills within Microsoft programs
- Demonstrated proficiency with client management systems, databases, online portals, and records management
- Demonstrated ability to maintain confidentiality of sensitive information
- Experience with reconciliation of financial data - desirable

### General Competencies

- Exceptional attention to detail and accuracy
- Highly self-motivated with the ability to establish credibility and gain the confidence of a wide range of people from diverse backgrounds
- Advanced verbal and written communication skills
- Ability to prioritise workload and meet set timelines
- Ability to be creative, innovative, flexible, and readily accommodate change
- Ability to analyse problems, evaluate alternatives, provide solutions and make decisions based on sound judgement

- Initiative and the ability to work both autonomously and as a supportive team member within a fast-paced team

## Qualifications/Licenses

- Relevant tertiary qualifications, (or currently completing) are desirable
- SA Driver's License or equivalent

## WHS

As an employee of GDSA/NT, you shall take reasonable steps to:

- Ensure the health and safety of yourself and others at all times;
- Comply with all GDSA/NT policies, procedures and reasonable instructions as advised, and;
- Participate in, and contribute to, all health and safety:
  - training;
  - forums for consultation;
  - risk assessments;
  - inspections and/or audits;
  - investigations, and/or;
  - other related activities, as advised.
- Report hazards, incidents and near misses to your Leader as soon as practicable, and within 24 hours, and;
- Demonstrate a commitment to fostering a positive, proactive work culture, particularly in relation to health and safety management.

## ■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

Accepted by Employee:

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Signature

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Print Name

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Approved by Manager

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Signature

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## ■ Guide Dogs Association of SA/NT Inc. - Values

### **Achievement | Delivering outcomes**

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

### **Collaboration | Actively engaging with others**

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

### **Integrity | Ethical, honest and respectful**

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

### **Fun | Playing our part in making this an energetic, enjoyable place for ourselves and others**

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

### **Innovation | Forward thinking**

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.