

Position Description

Title:	Senior Client Services Officer - Central
Position Number:	20590
Agreement Coverage:	RASA Enterprise Agreement 2019
Classification Level:	Grade 3
Team:	Client Services Central and Elm Place
Reports To:	Team Leader Client Services Central and Hindmarsh
Primary Location:	Central Region

Primary Objective

The Senior Client Services Officer (SCSO) will undertake a range of duties in line with the responsibilities of the Client Services Officer position. The role includes the direct supervision and support of Aboriginal Trainees at the Central site. In addition, the Senior CSO will lead in managing frontline responses to complex client enquiries and assessing client needs both face to face and by phone. The SCSO will support the Client Services Officers to provide up to date referrals and service options for clients. The SCSO will be responsible for identifying and ordering client and staff resources for the site. The SCSO will work closely with the Regional Manager and Team Leader Client Services to develop innovation and implement changes at frontline. The SCSO will champion research and evaluation projects on site and will provide advice, solutions and feedback to managers and research team about effective implementation of research and evaluation processes. The SCSO will provide frontline leadership to the CSO team/s at Central and Elm Place.

Position Responsibilities

- Be responsible for providing high quality frontline client services at the Frome St and Elm Place site by delivering best practice in client service and support at frontline
- Work in collaboration with the Practice Manager of Frontline Services and Team Leader Client Services to ensure any new implementation and innovation is efficient and effective
- Lead the provision of high quality, responsive client services, which responds to the needs of specific groups and communities.
- Coordinate client services workflow understanding service program requirements
- Monitor and support other team members' to ensure that timely and accurate client service information is entered into the program's reporting system.
- Ensure that all external reporting [such as CARL] is undertaken by the CSO team where relevant, and all policies in relation to information sharing and client confidentiality are adhered to, including Information Sharing Guidelines (ISG) and abide by the principles associated with confidentiality.
- Ensure diligent attention to client safety at frontline and support the Client Services Team in this area
- Work in collaboration with the Regional Manager to ensure alarm and duress systems are clearly mapped and followed at each site
- Monitor and lead the maintenance and sharing of local service and referral options.

- Use the Penelope system to prepare and maintain electronic files.
- Provide day to day advice, support and analysis to the Regional Manager, Team Leader and team members for the achievement of the team's goals.
- Ensure the timely and accurate receipting of payments, the banking of monies and the reconciliation of both as required.
- Work effectively as a collaborative and supportive member of the Frome St and Elm Place teams.
- Lead and participate in open and honest communication with all team members and actively support team effectiveness.
- Clearly and effectively support all strategies developed and agreed by the manager and team members.
- Take leadership in supporting Cultural Fitness development of the CSO team.
- Take leadership in developing interconnected service delivery strategies at Central and Elm Place site.
- Contribute to the development and evaluation of the service(s).

Qualifications and Experience

Essential

- Certificate IV (AQF level 4) in Community Services (or willingness to complete within 12 months).

Desirable

- Diploma (AQF Level 5) in Human Services or Business Administration.
- Experience of administration in a counselling or mediation environment in the community services industry.
- Demonstrated experience managing a frontline team.

Skills, Knowledge and Abilities

- Foster and sustain a cooperative, "can do" work environment;
- Take leadership to support operations towards the achievement of the teams and own goals within the program structure
- Ability to monitor, evaluate and develop own frontline practice work and the frontline practice work of others.
- Ability to work and communicate effectively with a wide range of people from different cultural backgrounds and to respond sensitively and appropriately to people in a variety of situations.
- Flexibility to work across sites if required.
- Operate with initiative and motivation and to work under limited direction to set goals and to work to deadlines;
- Demonstrate a high level of oral and writing skills, including the preparation of reports and reviews and provide accurate data entry
- Exercise a high level interpersonal skills, including sensitivity, diplomacy, the ability to negotiate and mediate and manage human resources effectively
- Question and challenge existing policies and practices to improve current practice and enhance team's functioning
- Dedicated to flexibility and creativity in problem solving and program innovation.

Requirements

- Current valid driver's licence.
- Own vehicle for use during working hours.
- A satisfactory DCSI check for working with children.
- A satisfactory National Criminal History Check.
- Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
- Ability to be on call as rostered by RASA.
- Ability to adapt and perform duties as required by changing program needs.
- Some out of hours work and inter / intra-state travel will be required and will not incur additional payment.
- Appropriate attire for the professional representation of RASA with all stakeholders

Work Health and Safety

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

Direct reports

Client Services Officer Central (11006 x 9)
Client Services Officer Elm Place (11014 x 2)
Client Services Trainee Frome St (20362 x 1)

Values and Behaviours

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

- Diversity** We believe that human diversity contributes to a rich and vibrant society.
We recognise the importance of culture in the lives of individuals and value cultural diversity.
We believe in each person's expression of their spirituality and the importance of all religions.
We respect the diversity of relationships between and in individuals, families and communities.
- Respect** We believe in the unique and innate worth of all individuals.
We value the right of all people to live in safety and be treated with respect.
We support an equitable, just and non-discriminatory society.
We believe in the importance of living in harmony with our environment.
- Belonging** We recognise the importance of a sense of connection and belonging in people's lives.
We value the importance of caring and loving relationships for couples, families, kin and friends.
We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.

Learning We believe that people should have the opportunity to learn and change throughout their lives.
We value people's right to make choices and learn from their experiences.
We believe in the importance of working and living together and learning from each other.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name:

Signature:

Date:
