

Client Services Officer – Bicheno

position number	iChris
status	Casual
network	Services
agreement	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
classification	Grade 1A
reports to	Teegan Parker

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, northern and western suburbs, and on the East Coast of Tasmania.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, northern and western suburbs, and the East Coast of Tasmania.

position overview and purpose

The Client Services team at cohealth Bicheno are the first point of contact, both face-to-face and via telephone for clients and visitors to the organisation. As an organisation that caters to a diverse population of clients, the Client Services team requires highly skilled individuals to ensure that those who access the service are welcomed, registered and supported throughout their journey in cohealth.

The Client Service Officer (CSO) is the first point of contact for most clients who access care at cohealth and as such must reflect cohealth values.

The CSO will be responsible for client reception, registration, arranging client appointments, data entry and other associated functions as directed by the Team Leader/Line Manager.

This is a generalist role responsible for the reception and waiting area and providing assistance to the full range of clerical and administrative functions for cohealth including the provision of high quality Medical and Allied Health services; high standards of customer service when responding, administration and teamwork are required.

The primary role of the CSO is to address all enquiries, whether in person or by telephone, and provide practical and administrative support to Medical and Allied Health staff of the service, including managing the flow of clients so as to optimise the number of consultations available.

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

key accountabilities

Customer Service	<ul style="list-style-type: none"> • Promptly respond to enquiries from clients and visitors whether face to face or by telephone in a professional and courteous manner. Respect language differences, cultural beliefs and practices; • Receive and account for all clients who present to the Centre, ensuring that clients are eligible for the Programs and have completed the required documentation prior to their appointments; • Liaise with other cohealth sites and public agencies to facilitate client care; • Supervise the waiting area, including the monitoring of waiting times; • Alert health care providers on client arrival/cancellations of appointments; • Defusing difficult situations and seeking assistance with critical incidents; • Re-directing incoming calls (internally and externally); • Providing information for referral to relevant services as required; • Administration of interpreter processes and requirements i.e. use of Telephone Interpreting Service (TIS) and onsite interpreting.
Appointment making and changing	<ul style="list-style-type: none"> • Participate in efficient medical emergency triage processes; • Ensuring appointment books are at capacity as directed by Team Leader/Manager; • Proactively work with the team to optimise the use of clinician time; • Confirming appointments and follow up of clients who do not attend; • Generate and send recall letters; • Follow up Medicare requirements for Allied Health referrals and assist with team care arrangements (i.e. completion of Medicare billing; referral requirements, use of relevant items); • Provide relevant and up to date information to clients re: costs, use of Medicare items relating to MBS funded service and other options for service within cohealth; • Provide referral information where required; • Place clients on waitlist, generating letters and respond to enquiries.
Client records management (electronic and paper based)	<ul style="list-style-type: none"> • Responsible for the management of the client record in accordance with cohealth Policies and Procedures • Client Registration using Best Practice; • Maintaining electronic files, scanning of relevant correspondence to support a 'paperless' system; • Appropriate electronic filing of incoming pathology and radiology reports and any other correspondence relating to a particular client; • Providing information to and from referring clinicians; • Checking and updating client information (including Medicare information); • Maintaining electronic files;

	<ul style="list-style-type: none"> Organising retrieval of archived files as required (i.e. on-site retrieval/offsite retrieval); Managing all requests for access to files, distribution of files to requesting GPs, courts and other necessary parties
Finance: Income and Debtors	<ul style="list-style-type: none"> Checking Medicare for correct item number and individual service provider selection prior to processing all accounts; Batching, reconciling and resubmissions; Assist with monthly activity and financial reconciliations; Assist with the follow up of all outstanding accounts; Responsible for the checking and stamping of invoices in conjunction with the Team Leader/Line Manager. Responsible for the day to day management of Petty Cash ; Balancing takings and float daily
Site and daily Waiting Room Management	<ul style="list-style-type: none"> Open and close premises at the start and end of each day; Manage reception, waiting areas including ensuring the waiting room and other client areas remain neat and hazard free; Undertake the general upkeep of the facility including stationery ordering and restocking; Assist in the organisation and maintenance of couriers, supplies, laboratory work and waste removal; Collect, sort and distribute mail and manage keys for site.
Teamwork & Communication	<ul style="list-style-type: none"> Report on all areas of responsibility against performance targets; Participate in team meetings, regular supervision, plus an annual Individual Development Review process; Maintain and develop standards of practice and skills by pursuing internal and external professional development opportunities; Promote and represent the Centre as a caring, professional, and client-focused organisation; Participate in the identification of risks to the program and organisation; Maintain clear communication between receptionists, clinical staff and the Program Managers; Assist the Program Managers with the induction of new or trainee staff members. <p>The CSO rostered to sites that include Medical Practices work directly with the doctors and allied health practitioners to provide support. All CSOs support doctors (GPs) during consultation sessions where required, and may include (but is not limited to):</p> <ul style="list-style-type: none"> Follow up on telephone enquiries as directed i.e. specialist reports Monitoring of waiting client health status and responding to any deterioration appropriately Responsible for the administration of Medicare and other insurance claims Organise courier service between cohealth sites and laboratory pick ups

	<ul style="list-style-type: none"> • Room set up and re-stocking • Assist with Cold Chain monitoring and management • Assisting practice nurses with administrative tasks and with management of clients
culture and teamwork	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values.
quality and continuous improvement	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures. • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the [network name] Network, and ensure compliance with documented procedures and processes.
health & safety compliance	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety and wellbeing of all (employees, contractors, volunteers). • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment. • Take corrective action to remedy safety hazards or risks and restore a safe working environment

position requirements

- Technical qualifications in medical reception or an equivalent mixture of qualifications and work experience in medical/community health services.
- Flexibility, initiative, professionalism, decisiveness, integrity, attention to detail, service orientation and respect.
- Good communication and negotiation skills, writing skills, time management/organisational skills, analytical thinking, problem solving skills, computer skills.
- Clear and demonstrated knowledge of community health
- Working with Vulnerable People Check (Tasmanian)
- Tasmanian Police Check Current
- Tasmanian Driver's License
- Immunisation Category C and proof of COVID vaccination to be produced for sighting upon request

key selection criteria

Mandatory

- Experience with face to face customer service
- Enjoys assisting clients such as people with disabilities and people from culturally and linguistically diverse backgrounds, throughout their journey with cohealth
- Enjoys working within a dynamic, fast paced team environment
- Basic understanding of accounting systems and procedures such as accounts payable and receivable, petty cash management, ordering equipment, invoicing and Medicare payment systems
- Demonstrated experience and skills with standard computer software applications including Microsoft Outlook (medium-intermediate proficiency) Microsoft Word & Excel (basic-intermediate proficiency), and patient/ client management systems
- Strong belief and personal alignment in cohealth Values and Mission

Desirable

- Experienced medical receptionist or similar qualification or demonstrated experience within general practice/community health service (or similar) setting
- Knowledge of Client Management Systems; Best Practice
- Ability to speak a second language and understanding of cross-cultural issues
- CPR training within the last 12 months or willingness to obtain
- A willingness to work the occasional extra shift to assist with annual and sick leave coverage

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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