

Client Services Officer

position number	
status	Casual and Part Time, Permanent roles available
network	Services
agreement	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 - 2026
classification	HS1A (transitional)
reports to	Carolyn Lamb

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 is 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 role will be based across the Niddrie, Footscray and Kensington sites.

key accountabilities

<p>customer service</p>	<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 to the arrival/cancellation of clients for appointments • Administration of the needle exchange program • 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
<p>appointment making and changing</p>	<ul style="list-style-type: none"> • Participate in efficient oral and 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
<p>client records management</p>	<ul style="list-style-type: none"> • Responsible for the management of the client record in accordance with cohealth Policies and Procedures • Client Registration using client software • 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.

	<ul style="list-style-type: none"> • Providing information to and from referring clinicians • Checking and updating client information (including Medicare information) • Maintaining electronic files • 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
<p>finance: income and debtors</p>	<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 • Monthly activity and financial reconciliations • Follow up of all outstanding accounts • Responsible for the checking and stamping of invoices in conjunction with the Team Leader/Line Manager • Balancing takings and float daily • Issue Taxi Vouchers were requested by appropriate staff
<p>site and daily waiting room management</p>	<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
<p>culture and teamwork</p>	<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 • 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

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 Services 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

- Working with Children's Check (WWCC)
- Victoria Police Check Current
- Immunisation Category B 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
 - Requirement to work at all sites (Kensington, Niddrie and Footscray) on a rotating roster
 - **Desirable:**
 - Experienced medical receptionist or similar qualification or demonstrated experience within general practice/community health service (or similar) setting
 - Knowledge of Client Management Systems; Health Smart (TRAK), Titanium, Best Practice and/or Medical Director/Pracsoft
 - Ability to speak relevant 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 evening and/or weekend shift

Position Requirements (qualifications, skills, knowledge, and attributes)

- **Qualifications** - technical qualifications in medical reception or an equivalent mixture of qualifications and work experience in medical/community health services
- **Attributes** - Flexibility, initiative, professionalism, decisiveness, integrity, attention to detail, service orientation and respect
- **Skills** – good communication and negotiation skills, writing skills, time management/organisational skills, analytical thinking, problem solving skills, computer skills
- **Knowledge** – clear and demonstrated knowledge of community health and medical services, demonstrated knowledge of computer data systems such as TRAK, Titanium, Best Practice and/or Medical Director/Pracsoft. Demonstrated knowledge of accounts processes and appointment booking processes

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.

document No:	
owner:	
review date:	
approved by:	