

Client Services Officer – Team Leader

position number	iChris
status	Full Time, on-going (FT)
FTE	1.0 FTE
network	Services
agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022-2026)
reports to	Practice Manager

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

Our vision is for healthy communities and healthy people. We do this by providing care for individuals, community, and society, improving the health and wellbeing of the communities we serve, and addressing inequality in society.

We champion universal health care and human rights and strive for health and social equity. This is what we mean when we say care for all. Care for all is achieved when all people have access to the full range of health services they need, when and where they need them, and without financial hardship.

cohealth's services network delivers strong, people-centred primary and community health care that prioritises individuals and communities experiencing inequality. Our services focus not only on preventing and treating disease and illness, but also on helping to improve wellbeing and quality of life.

position overview and purpose

The Client Services Team Leader (CSTL) is responsible for contributing to the continuous improvement and efficiency of client reception and facilitating client access to cohealth services and information provision through quality customer service.

The CSTL is required to lead a team of Client Services Officers (CSOs) to support the Oral and Allied Health and/or Medical services across cohealth. This includes day-to-day supervision and performance management of CSOs as the frontline of cohealth through strong leadership, guidance, quality, coaching and the ongoing development of staff.

The role also provides support and (on occasion) relieves the Practice Manager; work closely with the other CSO Team Leaders in the Clinical Services Leadership team.

The Client Services Team Leader is responsible for directly overseeing the general reception and waiting area, registration, client appointments, data entry and providing assistance to the full range of clerical and administrative functions for cohealth and other associated functions as directed by the Manager.

key accountabilities

<p>position responsibilities management and leadership</p>	<ul style="list-style-type: none"> • Responsible for the day-to-day provision of excellent service delivery of the Client Services program across our Medical, Mental, Oral & Allied Health services across multiple sites as required • Drive continuous improvement of and evaluate the Client Services staff's customer service provision in line with the Client Services Quality Framework, policy & procedures and associated accreditation standards • Provide leadership to the Client Services teams, through various means, including but not limited to: 'on-the-job' training, coaching, timely feedback, training and guidance • Work to provide a safe environment for staff and clients through calm and appropriate management of clients with complex needs and challenging behaviours • Coordinate and manage roster requirements (relieve staff) for front of house staff in liaison with other CSO TLs • Conduct regular one-on-ones (1:1s) and annual reviews in accordance with cohealth's policy • In consultation with Practice Manager, identify and recommend training for individuals and the team to ensure staff development needs are being met • Work with Practice Manager for recruitment, induction and undertake the training of new employees • Liaise with and act as key contact for Program Manager(s)/Team Leader(s) to disseminate information and follow up actions/assist in associated administration across Client Service team as required (e.g. waitlists); and • Participate in organisation wide working groups/committees as required. • Undertake a shared responsibility within the site management team • Undertake a shared responsibility in the -Back-up-Support (BUS) system at relevant medical sites and therefore the first point of contact for incidents.
<p>office & financial management</p>	<ul style="list-style-type: none"> • In conjunction with Practice Manager, implement and maintain the operation manual to support the practices and day-to-day responsibility of Client Services staff • Ensure procedures regarding opening and closing of premises are understood and completed by all Client Services staff • Oversight of reception areas, including (but not limited to): set up, stock and notice board displays • ensure service providers are being supported through operating procedures that enable appropriate management of (not limited to) linen and stationery stock

	<ul style="list-style-type: none"> • Manage timely workflow of client information including scanning & faxes • Ensure processes are in place to support use of couriers, suppliers, laboratory work and waste removal • Ensure waiting area is kept in a tidy manner in keeping with the cohealth brand • Be conversant with computer systems and other technology relevant to the position • Preparation of monthly reports as directed by Practice Manager, Senior Manager and CSO Team Development Manager • Responsible for the day to day management of money; including daily float, petty cash and/or product sales including banking/reporting procedures • Understand budget parameters and where possible present strategies for improvement
teamwork & communication	<ul style="list-style-type: none"> • Work collaboratively with other Team Leaders to lead and model cohealth values • Spend regular time (allotment of EFT to be discussed with Practice Manager) working on the front desk alongside the CSO team • Work with the Client Services team to implement improvement changes • Support strong communication culture across the Client Services team and other program areas across cohealth sites • Facilitate Client Services team meetings and participate and contribute to organisational staff activities and meetings • Liaise with the Program Team Leaders/Managers to foster open communication between operational programs and the Client Services team
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

- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category B to be produced for sighting upon request
- Demonstrated experience in leading and supporting administration functions, ideally front of house/reception areas;
- Demonstrated experience in leading and developing a team through strong application of human resource practices including staff management, recruitment experience and coaching and development of staff;
- Proven leadership skills and a demonstrated acceptance of accountability to clients, staff and management in accordance with organisational values;
- Demonstrated experience in the implementation and monitoring of quality improvement measures
- Excellent verbal and written communication skills;
- Strong interpersonal skills to effectively liaise, consult, network and negotiate with a wide range of stakeholders, including staff and particularly clients;
- Demonstrated cognitive and conceptual skills that will promote innovation and creative problem solving; and
- Experience in utilising databases.

key selection criteria

- Ability to supervise staff and lead a small team and introduce new processes, policies and initiatives.
- Have strong understanding of reception requirements across the organisation
- Demonstrated commitment to strong customer service for cohealth
- Well-developed interpersonal skills and demonstrated ability to work both independently and as a member team
- Excellent administration skills including flexibility, organisational and prioritising
- Experience in the primary health care sector
- High level computer knowledge and skills in using Microsoft Office software and other data bases
- Demonstrated commitment to continuing personal and professional development
- Experience or knowledge or willingness to learn basic accounting systems and procedures such as accounts payable and receivable
- Able to work a spread of hours from 8.00 am to 6.00pm and available to take telephone calls from staff outside of these hours
- Current Certificate in CPR
- Strong belief and personal alignment in cohealth Values and Mission

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:	