

# Client Services Officer

<b>position number</b>	PXXX
<b>status</b>	Part Time, Fixed term (TP)
<b>network</b>	Services
<b>agreement</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022 - 2026
<b>classification</b>	Grade 1A transitional
<b>reports to</b>	Cluster Leader

<b>about us</b>	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. Our work is guided by our Strategy 2025–2035, a bold pathway toward our vision of healthy communities, healthy people.
<b>what we do</b>	We partner with communities to improve health and wellbeing and address health and social inequality. Our aspiration is for healthier communities where everyone – regardless of background or geography – can access quality care and experience better health and social outcomes.
<b>our organisation</b>	cohealth is a community health organisation with an ambitious strategic plan. We exist to improve health and wellbeing for all, specialising in support for those experiencing challenges to being healthy and well.
<b>our people</b>	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
<b>diversity and inclusion</b>	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 <a href="#">here</a>

## network overview

### Services Network

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 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 Oral Health, 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 Oral Health, Medical and Allied Health staff of the service, including managing the flow of clients to optimise the number of consultations available.

## key accountabilities

### customer service

- 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



	<ul style="list-style-type: none"> <li>• Alert health care providers to the arrival/cancellation of clients for appointments</li> <li>• Administration of the needle exchange program</li> <li>• Defusing difficult situations and seeking assistance with critical incidents</li> <li>• Re-directing incoming calls (internally and externally)</li> <li>• Providing information for referral to relevant services as required</li> <li>• Administration of interpreter processes and requirements i.e. use of Telephone Interpreting Service (TIS) and onsite interpreting</li> </ul>
<p><b>appointment making and changing</b></p>	<ul style="list-style-type: none"> <li>• Participate in efficient oral and medical emergency triage processes</li> <li>• Ensuring appointment books are at capacity as directed by Team Leader/Manager</li> <li>• Proactively work with the team to optimise the use of clinician time</li> <li>• Confirming appointments and follow up of clients who do not attend</li> <li>• Generate and send recall letters</li> <li>• 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)</li> <li>• 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</li> <li>• Provide referral information where required</li> <li>• Place clients on waitlist, generating letters and respond to enquiries</li> </ul>
<p><b>client records management</b></p>	<ul style="list-style-type: none"> <li>• Responsible for the management of the client record in accordance with cohealth Policies and Procedures</li> <li>• Client Registration using client software</li> <li>• Maintaining electronic files, scanning of relevant correspondence to support a 'paperless' system</li> <li>• Appropriate electronic filing of incoming pathology and radiology reports and any other correspondence relating to a particular client</li> <li>• Providing information to and from referring clinicians</li> <li>• Checking and updating client information (including Medicare information)</li> <li>• Maintaining electronic files</li> <li>• Organising retrieval of archived files as required (i.e. on-site retrieval/ offsite retrieval)</li> <li>• Managing all requests for access to files, distribution of files to requesting GPs, courts and other necessary parties</li> </ul>
<p><b>finance: income and debtor</b></p>	<ul style="list-style-type: none"> <li>• Checking Medicare for correct item number and individual service provider selection prior to processing all accounts</li> <li>• Batching, reconciling and resubmissions</li> </ul>

	<ul style="list-style-type: none"> <li>• Monthly activity and financial reconciliations</li> <li>• Follow up of all outstanding accounts</li> <li>• Responsible for the checking and stamping of invoices in conjunction with the Team Leader/Line Manager.</li> <li>• Responsible for the day-to-day management of Petty Cash</li> <li>• Balancing takings and float daily</li> <li>• Issue Taxi Vouchers where requested by appropriate staff</li> </ul>
<p><b>training and development</b></p>	<ul style="list-style-type: none"> <li>• Champion cohealth's preferred culture to meet cohealth's corporate objectives and to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce that demonstrates behaviours consistent with cohealth's corporate values.</li> <li>• Develops team(s) capacity and capability to work to the top of their scope of practice and in self-organising ways, including peer coaching, peer conflict resolution, group problem solving, team performance monitoring and objective setting</li> <li>• Maintain knowledge, skills, qualifications, accreditations, and registrations through participation in professional development activities</li> </ul>
<p><b>Site and daily waiting room management</b></p>	<ul style="list-style-type: none"> <li>• Open and close premises at the start and end of each day</li> <li>• Manage reception, waiting areas including ensuring the waiting room and other client areas remain neat and hazard free</li> <li>• Undertake the general upkeep of the facility including stationery ordering and restocking</li> <li>• Assist in the organisation and maintenance of couriers, supplies, laboratory work and waste removal</li> <li>• Collect, sort and distribute mail and manage keys for site</li> </ul>
<p><b>quality and continuous improvement</b></p>	<ul style="list-style-type: none"> <li>• Implement and monitor staff compliance with policies, procedures, and programs</li> <li>• Contribute to the principles of continuous improvement as contained in the cohealth's quality system and ensure compliance with quality framework/guidelines</li> </ul>
<p><b>teamwork and communication</b></p>	<ul style="list-style-type: none"> <li>• Report on all areas of responsibility against performance targets</li> <li>• Participate in team meetings, regular supervision, plus an annual Individual Development Review process</li> <li>• Maintain and develop standards of practice and skills by pursuing internal and external professional development opportunities</li> <li>• Promote and represent the Centre as a caring, professional, and client-focused organisation</li> <li>• Participate in the identification of risks to the program and organisation</li> <li>• Maintain clear communication between receptionists, clinical staff and the Program Managers</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist the Program Managers with the induction of new or trainee staff members</li> </ul>
<p><b>health &amp; safety compliance</b></p>	<ul style="list-style-type: none"> <li>• Ensure compliance with cohealth's health and safety management systems and procedures by all staff, external contractors, and visitors</li> <li>• Implementation of health and safety procedures to promote and provide a safe and healthy workplace</li> <li>• Carry out duties in a manner that does not adversely affect their own health and safety of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve Work Health &amp; Safety (WHS)</li> <li>• Comply and adhere to all cohealth policies and procedures including code of conduct and values</li> </ul>
<p><b>duties for sites that include medical practices</b></p>	<ul style="list-style-type: none"> <li>• 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):             <ul style="list-style-type: none"> <li>○ Follow up on telephone enquiries as directed i.e., specialist reports</li> <li>○ Monitoring of waiting client health status and responding to any deterioration appropriately</li> <li>○ Responsible for the administration of Medicare and other insurance claims</li> <li>○ Organise courier service between cohealth sites and laboratory pick ups</li> <li>○ Room set up and re-stocking</li> <li>○ Assisting practice nurses with administrative tasks and with management of clients</li> </ul> </li> </ul>
<p><b>others</b></p>	<ul style="list-style-type: none"> <li>• Undertake special projects or tasks as required</li> <li>• Perform all other duties as directed, within the limits of skills, competence, and training to maximise flexibility and effectiveness</li> </ul>

### position requirements

- Experience with face-to-face customer service
- Working with Children's Check (WWCC)
- Nationally Coordinated Criminal History Check (NCCHC)
- Victorian Driver's License
- Immunisation Category A

### key selection criteria

- 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
- 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
- Ability to understand cross-cultural issues
- CPR training within the last 12 months or willingness to obtain

*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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