

**POSITION DESCRIPTION**

Position:	Client Services Officer
Reports To:	Team Leader Direct Services
Direct Reports:	N/A
Status:	1.0 FTE (38 hours per week)
Location:	East Melbourne and other locations as required
Pay Rate:	SCHADS Level 3 + 10% Superannuation + salary packaging

**ORGANISATION BACKGROUND**

**inTouch Multicultural Centre Against Family Violence** provides services, programs and responses to issues of family violence in refugee and multicultural communities. By acknowledging the rights and diverse experiences of our clients, we develop and implement a number of culturally sensitive and holistic models for the provision of services to both victims and perpetrators of family violence. In tackling the issues of family violence we act on multiple levels – individual, relationship and community.

**Vision**

inTouch's vision is for culturally diverse families to live free from violence.

**Purpose**

inTouch's purpose is simple and clear – we are committed to changing lives, changing communities for the better.

**POSITION SUMMARY**

The Direct Services Team provides "inLanguage inCulture" case management services to migrant and refugee victim survivors of family violence. This covers a range of modalities and settings, including intake, phone and face to face support, court and outreach services, community education and recovery groups.

Our case managers have specialised understanding of the issues related to the intersection of family violence, culture, temporary migration, family law and the legal system. They provide a bridge between countries and cultures as they are able to assist clients build their understanding and help them navigate Australian systems and laws compared to the systems from their own country.

The Motivation for Change Program is specifically tailored to men from culturally and linguistically diverse communities who use violence towards family members. It aims to help men reflect on their behaviours and learn ways to relate without using violence as well as access services to help change their behaviour.

Our community legal centre provides legal advice, legal casework and immigration support to women receiving our case management support.

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This role requires someone with a detailed methodical approach who works collaboratively to support the Client Services team and the broader organisation to achieve identified goals. Great customer service, process management, communication, planning and organisational skills with a can-do attitude are essential. The ability to multi-task and prioritise effectively will be critical.

## KEY RELATIONSHIPS

Internal	<p>Executive Manager Client Services (EMCS) Team leaders/ Coordinators/ Managers Case workers Legal Centre staff All other teams at inTouch</p> <p>The incumbent is expected to maintain respectful and effective working relationships with all inTouch staff</p>
External	<p>Clients Service providers Community legal Centers Multicultural Agencies Government Agencies, including but not limited to Centrelink, Child Protection, Police and Housing Services</p>

## POSITION ACCOUNTABILITIES

We are looking for a responsible Client Services Officer to provide professional and confidential customer and administration services to support high quality and effective service delivery and day-to-day functioning of the Client Services team. The incumbent will be essential to ensuring the service is perceived by CALD women as accessible, friendly, and welcoming.

Duties of the Client Services Officer include providing support to our team leaders, coordinators and employees, assisting in daily office needs and managing general administrative activities.

The incumbent will be required to develop and maintain positive and effective working relationships with a broad range of people and organisations. They must positively represent InTouch to the public, community, government and other organisations.

### Internal and external stakeholder management

- Answering and routing phone calls in accordance with Direct Service Manual and Business Operations Manual.
- Answering the phone as the initial point of contact for CALD women experiencing family violence;
- Meeting and greeting clients and provide exceptional customer service.
- Ensuring all enquiries are dealt with in a prompt, confidential and sensitive manner.
- Directing more complex queries from stakeholders and current clients to the appropriate person;
- Working collaboratively with the intake team and case managers to ensure client referrals are responded to as efficiently and effectively as possible.
- Collecting and recording key client information required for registration, risk assessment and the case allocation process;

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- Recording key client information, including safe time to call accurately and consistently
- Providing administrative support to the Client Services team
- Supporting Client Services Teams with data entry, collation and analysis for continuous improvement
- Utilising data to support the preparation of regular reports
- Assisting in administrative functions for meetings and events, including catering
- In addition to the above, any other duties that arise from time to time as directed by the Team Leader/s Direct Services

## PEOPLE MANAGEMENT

Although there are no direct people management responsibilities for this role, it is expected that you ensure a safe work environment and compliance with inTouch policies and legislation.

## EXTENT OF AUTHORITY

In accordance with inTouch's Delegation of Authority policy.

## KEY SELECTION CRITERIA

To be successful in this role you will be enthusiastic, self-motivated and a team orientated professional. You must maintain high standards of conduct and integrity, demonstrate sound work ethics, be flexible, consistent and fair in decisions, trustworthy with confidential and sensitive organisation information. You will understand your role in supporting the safety of inTouch clients and prospective clients and the importance of accurately recording risk and safety information.

You will possess:

### Essential

- Certificate III or IV in Business Administration or minimum two years' work experience in a similar role in the not-for-profit sector.
- Exposure to implementing and supporting compliance and business processes and planning within an organisation.
- Ability to build strong partnerships / relationships with a wide variety of stakeholders from diverse cultures;
- Ability to work autonomously and as a part of a team
- Commitment to continuous improvement and the willingness to take initiative in applying work practices and procedures
- Excellent working knowledge in Office 365 software or equivalent.
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organisational and planning skills
- Ability to demonstrate resilience, whilst exercising sensitivity and discretion in undertaking all tasks.

### Desirable:

- Speaking a language other than English would also be an advantage
- Previous experience working in a paid or voluntary capacity in the family violence sector or working with Culturally and linguistically diverse (CALD) communities.

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## SPECIFIC RESTRICTIONS/CONDITIONS

- Incumbent will on occasions and in consultation, be expected to conducted work outside normal business hours
- Must hold a current Victorian car license
- Must be physically capable to carry out administrative duties, including extended periods of computer use
- Participate proactively in organisational initiatives
- Support other team members in periods of high demand and during periods of absence;
- Participate in relevant training and development activities as an effective team member.

## HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and relevant inTouch policies
- Contribute positively and proactively to team and organisation wide OH&S activities
- inTouch has a smoke-free workplace policy

## QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day-to-day work in order to meet the organisation's audit, contract and registration obligations
- Proactively apply your knowledge in the review and maintenance of policies, systems and processes
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach

## CONDITIONS OF EMPLOYMENT

- The annual salary for this position is based on the inTouch Enterprise Agreement 2020 and is negotiable depending on experience;
- The position will attract five (5) weeks annual leave per annum, pro rata for part-time appointments;
- Salary packaging may be provided subject to the terms of and conditions of the inTouch Salary Packaging Policy;
- Superannuation Scheme is available through HESTA; the provisions of the Superannuation Guarantee (Administration) Act 1992 apply;
- The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 referees, a national criminal records check, working with children check, proof of identify and qualifications;
- Signing a Confidentially Agreement is a personnel requirement of inTouch;
- The successful applicant will initially be engaged for a probationary period of six months; with performance review at three months

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- The successful applicant will be required to disclose any pre-existing illness or injury that they know about which could be reasonably foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, they will not be paid compensation for that condition;

## PRIVACY NOTIFICATION

inTouch requires declarations and personal information relevant to your employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 2000.

## APPLICATION PROCESS

inTouch has an Equal Opportunity Exemption (H143/2018) and requests applications from women only.

To apply, send a short covering letter detailing your skills, knowledge and qualification for this position, and a brief document, limited to 2 pages addressing the key selection criteria.

**Email your application to [recruitment@intouch.org.au](mailto:recruitment@intouch.org.au)**

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