



POSITION DESCRIPTION

POSITION DETAILS	
PD NUMBER	PD002CS
POSITION TITLE	Client Support Officer- Help at Home
REPORTS TO	Team Leader – Help at Home
DIRECT REPORTS	None
GRADE	SCHADS Level 3
HOURS	As per contract
BUSINESS UNIT/LOCATION	MCCI Offices in the Illawarra/Shoalhaven as per contract. May require travel within the region to attend meetings. MCCI Offices in the ACT/Queanbeyan as per contract. May require travel within the region to attend meetings etc.
ROLE PURPOSE	The Client Support Officer provides a range of administrative support duties to the Team Leader and Care Advisers to ensure that scheduling and delivery of aged care services to multicultural seniors are efficiently planned, implemented, and monitored.

Main Tasks and Responsibilities
<p>Sustainability</p> <ul style="list-style-type: none"> • Build and maintain positive working relationships with service users, participants, carers and other relevant stakeholders • Input client information in MCCI’s client management system in line with guidelines and procedure. • Schedule and validate client services in client management system and match with online timesheets. • Manage staff rosters to be efficient and effective. <p>Community Reach</p> <ul style="list-style-type: none"> • Respond to client, staff and other enquiries by telephone, email, and/or in-person. • Identify clients in need of additional assistance or services and refer to Care Services Team for appropriate supports. • Support initiatives across MCCI to increase the number of clients participating in the program. <p>Consumer Satisfaction and Impact</p> <ul style="list-style-type: none"> • Provide an efficient, high level of customer service for actual and potential clients and referrers. • Ensure effective scheduling to minimise service disruptions and changes for clients • Monitoring feedback and progress notes re clients and ensure items requiring follow up are referred to relevant Care Advisor, Team Leader or Regional Care Manager.

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- Maintain up to date records of client requirements, employee skills and availability to ensure efficient and effective matching of workforce with service contract obligations, specific skill requirements and clients' needs and preferences
- Prioritise scheduling to ensure essential services are filled
- Verify service visits daily, monitoring for any shift exceptions and report to Team Leader for follow up

People and Culture

- Implement effective, culturally appropriate communication strategies with clients.
- Perform any other required duties as instructed by the Team Leader, Regional Care Manager, Executive Operations Manager or MCCI CEO.
- Attendance at regular staff & team meetings as required.
- Contribute to a cohesive team environment and positive workplace culture.
- Maintaining a commitment to ongoing personal development and education.
- Actively participate in team meetings and MCCI events.

Service Delivery and Quality

- Ensure MCCI policy and procedure is implemented all aspects of work.
- Comply with all WH&S policies and procedures of MCCI.
- Report incidents and complaints into Safety Champion in line with policy.
- Assist with complaint and incident investigation as requested by Leadership team.
- Provide prompt and accurate responses to all enquiries and requests from management, staff, clients, carers, funding bodies and other relevant stakeholders.
- Maintain client information in MCCI's client management system and MAC portal in line with guidelines and procedure.
- Liaise with Business Operations Team to ensure adequate equipment supplies for staff including PPE.
- Assist the Team Leader and Regional Care Manager with operational reports as required.
- Participate in quality improvement initiatives such as internal audits, training, quality reviews and independent accreditation.
- Identify and implement system improvements
- Perform any other required duties as instructed

ROLE REQUIREMENTS

Values and Behaviours

- Diversity – We believe in and celebrate an inclusive and culturally diverse society
- Respect – We value the contributions of all people and uphold the dignity of others
- Integrity – We always act in an open, honest, ethical and courageous way
- Empowerment – We advocate and actively support others to realise their aspirations and goals
- Collaboration – We work cooperatively with others who share our vision, values and purpose
- Hope – We are inspired by the potential that change can bring to our comm

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Underlying characteristics	<ul style="list-style-type: none"> • Excellent written and verbal communication skills and the ability to relate to and gain buy-in, cooperation and support from a broad range of stakeholders. • Excellent time management and the ability to handle multiple tasks simultaneously. • Desire to achieve excellent results, a thirst for knowledge and constantly seeking ways to improve. • Demonstrates attention to detail, accuracy and thoroughness in work produced. • Self-directed and autonomous, requiring minimal supervision. • Works well in a team environment.
Experience Requirements	<ul style="list-style-type: none"> • Demonstrated experience in Scheduling and validating client services in client management system and match with online timesheets. • Demonstrated experience in managing client and staff rosters to be efficient and effective, adhering to staff contracted hours and award regulations. • Demonstrated experience in providing high quality administrative and client support in a front-line human services context. • Demonstrated experience in working with client databases. • Demonstrated experience in managing and responding to customer enquiries in a human services context. • Capacity and willingness to work in a high volume, fast paced, and multidisciplinary service environment. • Detailed knowledge of the aged care system in Australia, as well as the Australian Home Care Standards, will be highly regarded but is not essential. • An understanding of the issues facing Australians from culturally & linguistically diverse backgrounds will be highly regarded.
Qualification Requirements	<ul style="list-style-type: none"> • Relevant qualifications or experience in similar roles.
Licence/s & Checks	<ul style="list-style-type: none"> • Own vehicle for transportation to commute to work and within region to attend work related meetings etc • Appropriate licence for transportation e.g. Class C licence • Comprehensive car insurance and rego • Willingness to obtain COVID19 vaccinations if required. • Criminal history check to work in Aged Care. • WWVP card (ACT only). • Eligibility to work in Australia. • Vaccinations as per MCCI Policy

Employee Name: _____

Employee Signature: _____ Date: _____

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