



POSITION DESCRIPTION

POSITION DETAILS	
PD NUMBER	PD009CS
POSITION TITLE	Client Support Officer (Social Groups)
REPORTS TO	Social Groups Team Leader
DIRECT REPORTS	None
GRADE	SCHADS Level 3
HOURS	As per contract
BUSINESS UNIT/LOCATION	MCCI Offices as per contract, may require travel within the region to attend meetings and visit groups, venues and facilities.
ROLE PURPOSE	This role provides administrative and client support to ensure that aged care services to multicultural seniors are efficiently planned, implemented, and monitored.

Main Tasks and Responsibilities

Sustainability

- Build and maintain positive working relationships with service users, participants, and carers
- Complete client intake in liaison with team leader and facilitators
- Maintain client information in MCCI's client management system and MAC portal in line with guidelines and procedure
- Schedule and validate client services in client management system
- Reconcile and bank cash takings with attendance lists
- Prepare information for client care plan reviews and conduct where required

Community Reach

- Respond to client, staff and other enquiries by telephone, email, and/or in-person
- Identify clients in need of additional assistance or services, and work with others to refer clients for appropriate supports including MAC review requests.
- Support clients who require My Aged Care registration with the process
- Support initiatives across MCCI to increase the number of clients participating in the program

Consumer Satisfaction and Impact

- Provide an efficient, high level of customer service for actual and potential clients and referrers.
- Monitor feedback re clients and ensure items requiring follow up are referred to appropriate person.

People and Culture

- Implement effective, culturally appropriate communication strategies with clients
- Perform any other required duties as instructed by the 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

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- Support and liaise with volunteers as required
- Maintaining a commitment to ongoing personal development and education
- When required fill in for volunteers or staff at groups due to absences

Service Delivery and Quality

- Support Group Facilitators with administration requirements related to group organisation
- Ensure MCCI policy and procedure is implemented in all aspects of work
- Comply with all WH&S policies and procedures of MCCI
- Provide prompt and accurate responses to all enquiries and requests from management, staff, clients, carers, funding bodies and other relevant stakeholders
- Liaise with Operations Support Team to ensure adequate equipment supplies for staff including PPE
- Assist SSG 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
- Order supplies and equipment for groups as needed
- Perform any other required duties as instructed

ROLE REQUIREMENTS

<p>Values and Behaviours</p>	<ul style="list-style-type: none"> • 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
<p>Underlying characteristics</p>	<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.
<p>Experience Requirements</p>	<ul style="list-style-type: none"> • Demonstrated experience in providing high quality administrative and client support in a front-line client services context. • Demonstrated experience in working with client databases. • Demonstrated experience in managing and responding to customer enquiries in a client 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 Aged Care Quality Standards, will be highly regarded but is not essential.

	<ul style="list-style-type: none"> 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 transportation to commute to work and between client's homes or to other offices, within region for work related meetings etc. Current motor vehicle licence for transportation e.g. Class C licence if using car for work. Current comprehensive car insurance and registration if using car for work. Vaccinations as per MCCI policy. Valid Police Check. Eligibility to work in Australia

Employee Print Name: _____

Employee's Signature: _____ Date: _____