

<b>Position title</b>	<b>Client Services Officer – Medical Services</b>
<b>Reports to</b>	<b>Medical Services Manager</b>
<b>Award agreement</b>	<b>Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026</b>
<b>Classification</b>	<b>Management and Administration Officer Grade 1</b>

### **About Your Community Health**

Your Community Health is a progressive, high quality, independent community health service. It provides a wide range of community-based health and social support services including primary care, allied health, oral health, mental health, harm reduction, social support and health promotion services. Our three comprehensive health centres are located in Darebin, but we are here for everyone in the diverse communities across Melbourne. We work in partnership with our communities and other services using a combination of outreach, home-based and centre-based activities and co-located services.

More information is available at: [www.yourch.org.au](http://www.yourch.org.au)

<b>Vision</b>	Health and wellbeing for everyone
<b>Purpose</b>	We partner with people and communities to deliver health and wellbeing services and promote equity
<b>Our organisational values</b>	<p><b>Courage</b></p> <ul style="list-style-type: none"> <li>• We are progressive</li> <li>• We are creative and resourceful</li> <li>• We challenge the status quo for the benefit of our communities</li> </ul> <p><b>Empathy</b></p> <ul style="list-style-type: none"> <li>• We are caring and inclusive</li> <li>• We celebrate and value diversity</li> <li>• We work collaboratively and respectfully</li> </ul> <p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• We are ethical, honest, reliable and fair</li> <li>• We listen and are accountable to our communities</li> <li>• We earn and build trust</li> </ul> <p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• We are outcomes-focused</li> <li>• We are adaptable and always learning</li> <li>• We continuously improve</li> <li>• We are creative and resourceful</li> </ul>

## Statement of Inclusivity

Your Community Health is committed to providing an inclusive and accessible environment where people and communities of all identities and backgrounds (including but not limited to, ethnicity, faith, socio-economic circumstance, sexual orientation, gender identity, ability, bodies, migration status, age and Aboriginal and Torres Strait Islander descent) are accepted, safe and celebrated. We achieve this through the guidance of our values and principles.

Your Community Health understands the need to ensure that meaningful inclusion is built into the organisational DNA and to create an environment that attracts team members that reflect the communities we serve.

Your Community Health look to actively encourage members applications from of the LGBTIQA+, Aboriginal and Torres Strait Islander peoples, Disability, culturally and linguistically diverse communities and those with lived experience in areas in which we work. We work to address barriers in full participation.

## About the Medical Services team

The Medical Services Team provides General Practice and Specialist Medical services to people of all ages residing and working within the Northern Melbourne Region. The team sits within the Integrated and Primary Care Directorate. As part of YourCH we are passionate and enthusiastic staff working towards our vision of a health and wellbeing for everyone and creating an environment that is inclusive and representative of the communities in which we serve.

## Position Purpose

The Client Services Officer is the first point of contact for clients and visitors accessing Your Community Health services, providing exceptional customer service and supporting the smooth delivery of services. This role includes managing client interactions, maintaining accurate records, and ensuring efficient service provision, all while fostering a positive and inclusive environment for clients and staff. As part of the Medical Services Team, the Client Services Officer supports access to services in partnership with clients, visitors, and internal and external stakeholders.

## Position Responsibilities

- Deliver exceptional customer service and support to clients, visitors, and stakeholders.
- Manage medical reception, call centre, intake referrals, client fee administration, appointment scheduling, and inquiries. Due to the client interfacing activities of this position, it is a requirement for it to be onsite.
- Provide administrative support to clinical staff, students, and volunteers to ensure efficient service delivery.
- Promote YourCH services and engage with the community.
- Process service requests and triage clients according to procedures.
- Support client engagement initiatives and record relevant statistics (e.g., Harm Reduction).
- Stay informed on YourCH programs and services to respond effectively to client needs.
- Contribute to continuous improvement, high client satisfaction, and quality initiatives to enhance the customer experience.
- Assist staff with administrative tasks as required.

## Position Requirements

### Skills, experience and competencies

- Strong customer service skills with relevant experience.
- Ability to effectively organise and manage tasks.

- Demonstrates strong problem-solving skills and a commitment to continuous improvement.
- Ability to manage a high volume of calls and client-facing interactions.
- Proficient in computer applications, including Word, Excel, Internet Explorer, and Outlook.
- Familiarity with or ability to learn Client Management Systems such as Maica, Best Practice, and Titanium.
- Solid understanding of privacy and confidentiality principles.
- Team player with the ability to collaborate across diverse teams.

#### **Expected behaviours for all YourCH team members and volunteers**

- Support the provision of services that are inclusive, safe and high quality
- Maintain staff, volunteer and client confidentiality at all times
- Work in partnership with the community, clients and staff to achieve our vision
- Ensure an inclusive and safe workplace for clients, visitors, volunteers and staff
- Work in accordance with Your Community Health Policies and Procedures

#### **General**

- Your Community Health requires declarations and personal information relevant to employment. The collection and handling of this information will be consistent with the requirements of the Information Privacy Act 1988
- The successful applicant is required to provide evidence of eligibility to work in Australia.
- Employment is contingent on a satisfactory Police Records Check, valid Working with Children Check, NDIS Worker Screening check clearance (if required). Where the preferred applicant has lived or worked overseas for a continuous period of 12 months or more within the past 10 years, they are required to provide an international police check for all countries that they have lived in for that period of time.
- Applicants who are not currently employed by Your Community Health are required to complete a Pre-existing Illness/ Injury Declaration Form.
- Management, in consultation with the staff member, reserves the right to modify this position description when required.

#### **Relationship to Performance Development and Review Plan**

This position description operates in conjunction with, and forms part of the relevant individual Performance Development Review Plan aligned to the organisational Strategic Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

**Your Community Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Disability, Culturally and Linguistically Diverse and LGBTIQA+ communities to apply.**