



POSITION	Customer Service Consultant	STATUS	Full time
CURRENTLY REPORTS TO	Customer Service/Intake Team Leader	INITIAL LOCATION	Cheltenham

BETTER PLACE AUSTRALIA

Better Place Australia has a vision of *“An Australia where all people experience positive relationships, truly value each other and live safer, more confident lives”*. As a community focused not-for-profit organisation with an ever-growing range of psychological and community support services, Better Place Australia is taking a leadership role in the provision of high-quality, effective services for a wide range of community groups across 25 locations in Victoria.

PURPOSE OF ROLE

The Better Place Australia Customer Service Team, comprising both the ‘frontline’ Customer Service function, and Client Intake function, serves as the organisation’s entry point for all potential, new and existing clients and relevant external parties. Via phone call, email and web chat, the Customer Service Team are required to proactively respond to and meet each the requirements of each person contacting Better Place Australia via our published contact details.

The position of Customer Service Consultant serves as a member of our ‘frontline’ Customer Service function. This team are accountable for responding to and resolving a defined set of enquiry types/transactions and for referring the contacting parties to the most appropriate internal stakeholder to address the persons requirements where their requirement exceeds the responsibilities of the ‘frontline’ team.

WORK PERFORMED

Customer Service Provision:

- Provision of high-quality customer service to all Better Place Australia clients and external stakeholders contacting the organisation via phone, email and web chat.
- Provision of customer service to clients consistent with Better Place Australia’s defined performance and knowledge management standards.

Client Administration:

- Undertake all required client administration tasks as defined within Better Place Australia ‘Customer Service Task Matrix’ and/or as directed by the Customer Service/Intake Team Leader
- Embrace a mindset of continuous improvement personally and functionally by providing ‘solution focussed’ feedback on client administration workflows, procedures and policies where appropriate

Stakeholder Management:

- Develop and maintain positive and effective links with key stakeholders including the Client Intake function, Administration Team, Regional Services Managers and other ‘client facing’ functions within Better Place Australia.

Quality & Compliance

- Ensure any quality risks are identified and reported promptly and that prevention strategies are implemented to ensure the safety of all clients and staff
- Maintain a good working knowledge and understanding of the QIC Health and Community Standards

- Pursue opportunities for quality improvement, and actively contribute to the accreditation of the service being delivered
- Participate in regular audit processes to ensure compliance with applicable regulatory bodies is maintained
- Contribute to the development and implementation of service manuals in accordance with contract and program requirements
- Ensure Better Place Australia's services are in compliance with applicable funding contracts, including reporting requirements

Other:

- Other duties as assigned and which are consistent with the position
- Ensure compliance with Better Place Australia's code of conduct and related organisational policy material
- Contribute to a culture of health and safety. This includes identifying potential hazards and implementing appropriate risk mitigation responses.

REQUIRED KNOWLEDGE AND EXPERIENCE

- Direct experience working in a similar 'frontline' customer service role, ideally within a health/community service organisation.
- Demonstrated commitment to Child Safety Principles and evidence of active participation in activities and initiatives to ensure child safety and wellbeing.
- Tertiary qualifications in Social Work, Psychology and/or related behavioural sciences degree or relevant experience is highly desirable.
- Knowledge of community support services (eg, family mediation, dispute resolution, financial counselling) and psychological services (eg, child, family, couples and individual counselling).
- Experience in undertaking work practices that ensure compliance with relevant legislation and other relevant compliance requirements.

PERSONAL COMPETENCY REQUIREMENTS

- Highly developed interpersonal skills and ability to build relationships and partnerships with internal and external stakeholders.
- Excellent written and verbal communication skills including the ability to produce high quality court reports and other correspondence.
- Proven ability to work well in a team including the ability to meet team objectives, work well under pressure and the ability to meet set deadlines.
- Well-developed computer literacy particularly in the use of the Microsoft Office suite.
- Experience developing/implementing personal work plans with a focus on achieving planned objectives.
- Proven ability to display a consistently positive disposition and 'above and beyond' mindset leveraging sound critical thinking and problem-solving skills to meet/manage each customer requirements.
- Demonstrated skill in embracing a mindset of continuous improvement personally and functionally by providing 'solution focussed' feedback on customer service workflows, procedures and policies where appropriate

- Willingness to participate in activities that promote the development of a positive culture that reflects the vision and, values of the organisation consistent with the Better Place Australia Code of Conduct.

RISK SCREENING

- Current satisfactory National Police check
- Working with Children Check (Victoria)
- Confirmation of up to date (boosted) COVID-19 vaccination status consistent with Better Place policy

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Customer Service Team Members
- Administration Team Members
- Regional Service Managers
- Executive Manager

External

- Clients and their family members
- Members of the Community

GENERAL INFORMATION

Better Place Australia is a not for profit organisation and we provide services for all members of the community regardless of religion, age, gender, sexuality, lifestyle choice, cultural background or economic circumstances. We offer a workplace culture reflective of a vibrant, learning organisation where our people are highly engaged in their work and committed to making a difference. Our organisation is committed to child safety and we carry out police record, working with children and reference checks to ensure that we are recruiting the right people.