

POSITION	Client Support Officer	STATUS	Part time
REPORTS TO	Manager FDR	LOCATION	Oakleigh, Cheltenham, Narre Warren or Traralgon

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 fulfilling lives”*. Our purpose is *“To empower people to become more resilient and experience improved wellbeing to better determine their futures”*.

Our organisational values are at the forefront of all interactions with our employees, our clients and our stakeholders.

We are:

- Creative
- Caring
- Welcoming
- Responsive; and
- Thriving

As a community focused ‘for-purpose’ 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 Victoria.

PURPOSE OF ROLE

The Client Support Officer (CSO) position contributes to client care by providing responsive and tailored responses to people accessing Better Place Australia’s mediation services. Operating within the Family Dispute Resolution (FDR) and Family Relationship Centre (FRC) programs, the CSO will respond to electronic and telephone client enquiries and support practitioners to provide timely service-related information to the clients.

Responsibilities include initiating contact with new clients, responding to client enquiries, and providing service-related updates to clients engaged in the mediation process. Additional duties may involve supporting coordination of group programs and providing general clerical and administrative support to the FDR team.

A key focus of this role is to establish Better Place as the preferred mediation service provider by ensuring a positive service experience for our clients.

WORK PERFORMED

Direct Service:

- Contact clients who are on the service waitlist to provide information on service delivery timeframe and interim support options.
- Respond to electronic and phone enquiries by providing tailored service-related responses.

- Review service records to ensure regular communication has occurred and contact clients as required.
- Provide timely communication to clients in instances of staffing unavailability or leaves.

Liaison Responsibilities:

- Interact with relevant internal service units to assist with non-clinical client related matters.
- Liaise with external stakeholders to provide service specific information.
- Support the group coordinator to schedule group sessions.

Administrative Duties:

- Assist the FDR teams to schedule client appointments and issue relevant letters.
- Support the FDR leadership team to manage staff calendars, record meeting meetings, and revise documents.
- Ensure service activities are accurately and timely entered in the client information records.
- Organize own daily work schedules to achieve output targets.
- Utilize prescribed databases for the collection, collation, analysis and reporting of statistical data.

Team Membership and Participation:

- Contribute constructively to the development of a positive culture at the team and organizational level.
- Make an active commitment to the development and maintenance of a cohesive multi-disciplinary team and participate in staff meetings, team meetings and staff development.
- Participate in supervision, performance planning and review process.
- Take responsibility for your own learning and development as a professional and a member of the FDR team.

Quality and Compliance

- Ensure 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 scope of the position.
- Ensure compliance with Better Place Australia's code of conduct and related organizational policy.
- Contribute to a culture of health and safety.
- Identify potential hazards and implement appropriate risk mitigation responses in so far as is reasonably practicable.

REQUIRED KNOWLEDGE AND EXPERIENCE

- Demonstrated commitment to Child Safety Principles and evidence of active participation in activities and initiatives to ensure child safety and wellbeing.
- Demonstrated experience involving customer contact.
- Commitment to learning and an interest in Family Law and Family & Children's Services program streams, including the requirements of the Family Law Act 1975 and its amendments.
- Demonstrated ability to present information to others in a coherent and logical sequence.
- Understanding and respect of the community's cultural diversity.
- Demonstrated awareness and commitment to working in the best interests of clients.

PERSONAL COMPETENCY REQUIREMENTS

- Sound ability to actively engage and build rapport with people in crisis.
- Excellent communication and interpersonal skills.
- Excellent organisational and time management skills and the ability to be self-directed.
- Demonstrated high computer literacy (use of Outlook, Word, Excel etc) and data entry skills.
- Ability to think systematically in relation to client planning while focusing on specific issues.
- Attention to detail in information gathering.
- Demonstrated experience in working within a multi-disciplinary team.
- A strong customer service approach.

RISK SCREENING

- Current Victorian driver's license and access to own transport.
- Current satisfactory National Police check.

- Working with Children Check (Victoria).

KEY RELATIONSHIPS / INTERACTIONS

Internal

- Administration Coordinators.
- Family Dispute Resolution Practitioners and Family Advisors.
- Program Coordinators.
- FDR Manager.
- Clinical Lead.
- FDR General Manager.

External

- Clients and their family members.
- Members of the Community.
- External partners.
- Community services providers.

GENERAL INFORMATION

Better Place Australia is a for purpose organisation, providing 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. At BPA, we all have a shared responsibility for supporting a culture of inclusivity and diversity. 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.