

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Client Services Officer – Metropolitan Clinics</b>
<b>Grading:</b>	AO2
<b>Status:</b>	full time/part time/casual
<b>Location:</b>	<b>Metropolitan Clinics</b> This position is based at Metropolitan Clinics (Newington, Fairfield and/or Penrith)
<b>Responsible to:</b>	Practice Manager – Metropolitan Practice Manager – Statewide Services
<b>Collaborates with:</b>	Medical Officers Registered Nurses Assistants in Nursing
<b>Responsible for:</b>	Nil

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### Our Organisation

*Family Planning Australia is the leading provider of reproductive and sexual health services in NSW. As an independent not-for-profit organisation we offer expert clinical care, information and advice for every body in every family as well as education and training and evidence-based research to support doctors, nurses and other professionals.*

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### Position Overview

The Client Services Officer plays an important role in supporting the operation of Family Planning Australia (FPA) clinics. This is a multi-faceted role which is responsible for providing clerical, administrative and reception support to the clinics and in the clinic appointment call centre. The position is part of a multidisciplinary team.

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### Selection Criteria

#### **Essential (including qualifications)**

- Relevant certificate level qualifications in business administration or similar
- Minimum 2 years previous experience in an administration, reception or call centre role
- High level computer skills including word processing, spreadsheets and data entry
- High level interpersonal and communication skills
- Proven ability to handle high volume of telephone calls
- Demonstrated ability to work effectively as part of a multidisciplinary team
- Exceptional customer service skills
- Ability to manage competing demands and prioritise appropriately
- Must have Australian working rights

#### **Desirable**

- Previous experience in a healthcare environment, including use of electronic medical record systems and client billing
- Previous experience in basic financial systems
- Experience working with priority populations including Aboriginal and Torres Strait Islander people, young people, people with disability, LGBTQ people and/or culturally and linguistically diverse people

#### **Other requirements**

- A Criminal Record Check is required prior to commencement
- Immunisation / vaccination requirements apply

#### **Values**

- Family Planning Australia is a pro-choice organisation – staff are expected to fully support an individual's right to choose regarding their pregnancy, whether that be parenting, adoption / foster care or abortion.

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- As an abortion service provider, all staff in the organisation are expected to actively participate in the provision of abortion services in line with the full scope of the role they are appointed to.
- In this role this means leading and participating in the provision of both medical and surgical abortion services.
- Must have a human rights focus and support the Family Planning Australia values:
  - Compassionate
  - Collaborative
  - Empowerment
  - Bold

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### Key Responsibilities

#### ***Reception***

- Respond positively to client and visitor needs at the reception desk
- Make and confirm appointments both face to face or SMS
- Refer clinical enquiries to the relevant health professional / team
- Book professional health care interpreters when required
- Maintain electronic appointment scheduling, including clinician schedules, waiting room and billing
- Maintain confidential client records
- Receive and date incoming correspondence for clinicians
- Process Medicare billing and fee for service payments
- Cash handling
- Manage electronic funds transfer (Tyro)
- Complete end of day reconciliation for clinic
- Banking as required
- Mentor and orientate new reception staff
- Participate in quality assurance activities including client surveys

#### ***Call handling***

- Answer incoming calls in a professional and courteous manner
- Respond positively to client and visitor needs via telephone
- Make and confirm appointments via telephone or SMS
- Provide support to clinics by answering telephone calls, responding to queries, providing information to clients, taking messages and transferring calls when necessary

#### ***Administration***

- Manage incoming client results and correspondence, including scanning external correspondence into medical records systems
- Compile and report on clinic activity data as required
- Take minutes of clinic meetings as required
- Process invoices and stock purchases using GreenTree accounting system
- Managing daily incoming and outgoing mail and organise couriers as required
- Purchase clinic and stationary supplies as required
- Organise catering for courses, meetings and other workshops held at the centre
- Maintain the appointment booking calendar/s and reception email inboxes
- Assist facilitators of courses/workshops in greeting course participants, including trainees
- Maintain visitor sign in register
- Assist with stocktake when required
- Perform petty cash reconciliation

## POSITION DESCRIPTION

### ***Ongoing skill development***

- Receive and participate in appropriate support, training and supervision to achieve and maintain the necessary skills, knowledge and aptitude to perform the role
- Take personal responsibility for continuing skill development
- Participate in performance development processes to identify skill development opportunities for continuous improvement
- Attend mandatory training and in-service programs
- Ensure that all protocols, policies, procedures and circulated literature are read and acted upon

### ***Financial and resource management / administration***

- Maintain appropriate resource allocation, and effective management and administrative practices, in accordance with organisational policies, processes and delegations of FPA

### ***Work health and safety***

- All employees are responsible to ensure they work in a manner which minimises the risk of injury to themselves, other workers, clients and visitors
- Managers are responsible for ensuring that safe work practices are in place and all employees abide by safety instructions
- Any potential risk should be reported to the employee's manager immediately for investigation and remedy
- Any breaches of safety procedures must be reported through the incident management procedures and any employee found breaching safety requirements will be subject to disciplinary action which may include termination of employment

### ***Safety & quality***

- Commit to maintain best practice by adhering to the scope of practice and within administrative role boundaries as defined by Family Planning Australia
- Commit to on-going skill development to update knowledge and enhance skills
- Adhere to Family Planning Australia's defined escalation and delegation policies and systems
- Apply defined guidelines, policies, procedures and protocols applicable to the role
- Adhere to the *Incident Management Policy* to report and escalate any issues

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### **Verification**

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

#### **Position holder:**

Name:

Signature:

Date:

#### **Supervisor:**

Name:

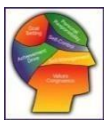




Signature:

Date:

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## POSITION DESCRIPTION

### Family Planning NSW Capability Framework

Capability Group	Capability Name	Level Descriptor
<b>Personal Attributes</b>  	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	<b>Act with Integrity</b> Be ethical and professional, and adhere to the Family Planning Australia values	Intermediate
	<b>Manage Self</b> Show drive and motivation, a measured approach and a commitment to learning	Intermediate
	<b>Value Diversity</b> Show respect for diverse backgrounds, experiences and perspectives	Intermediate
<b>Relationships</b>  	<b>Communicate Effectively</b> Communicate clearly, actively listen to others and respond with respect	Intermediate
	<b>Commit to Customer Service</b> Provide customer centric services in line with organisational objectives	Intermediate
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	Intermediate
	<b>Influence and Negotiate</b> Gain consensus and commitment from others and resolve issues and conflicts	Intermediate
<b>Results</b>  	<b>Deliver Results</b> Achieve results through efficient use of resources and a commitment to quality outcomes	Intermediate
	<b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	Intermediate
	<b>Demonstrate Accountability</b> Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	Intermediate
<b>Business Enablers</b>  	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	<b>Procurement and Contract Management</b> Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	Foundational
<b>People Management</b>  	<b>Manage and Develop People</b> Engage and motivate staff and develop capability and potential in others	Not applicable
	<b>Inspire Direction and Purpose</b> Communicate goals, priorities and vision and recognise achievements	Not applicable
	<b>Optimise Business</b> Outcomes Manage resources effectively and apply sound workforce planning principles	Not applicable
	<b>Manage Reform and Change</b> Support, promote and champion change, and assist others to engage with change	Not applicable