

POSITION DESCRIPTION

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

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.

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.

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

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

Values

- Must support the FPA values
 - Human rights focus - promoting the rights of all people to reproductive and sexual health
 - Integrity - maintaining a strong ethical base, being accountable and transparent
 - Inclusiveness - valuing and respecting diversity without judgement
 - Equity of access - ensuring access to our services for all including priority populations

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- Client centred - placing the needs of the whole person at the centre of our work
- Commitment to excellence - ensuring high standards in all our work
- A just culture – a balanced accountability for both individuals and the organisation
- FPA 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.
 - As an abortion service provider, all FPA staff are expected to actively participate in the provision of abortion services within the full scope of the role they are appointed to.
 - For this role, that means responding to phone and in-person enquiries and booking appointments for abortion services.

Other requirements

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

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

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- Assist with stocktake when required
- Perform petty cash reconciliation

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

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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Family Planning NSW Capability Framework

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