



## SERVICE SUPPORT OFFICER

### DUTY STATEMENT

<b>Job Title:</b>	Service Support Officer
<b>APS Level:</b>	APS3
<b>Branch:</b>	Open Arms – Veterans & Families Counselling
<b>Section:</b>	Clinical Support Section
<b>Location:</b>	Various
<b>Immediate Supervisor:</b>	Regional Clinical Practice Manager

### JOB DESCRIPTION

*In accordance with the principles of workplace diversity, work health and safety, participative work practices, Australian Public Service (APS) values and APS Employment Principles, the service support officer:*

A Service Support Officer will provide operational and administrative support to the regional service delivery teams which may include a mix of front reception, administration, procedural, information technology and other service delivery activities.

The key role for a Service Support Officer is to provide the front line of customer service for clients who may be facing significant or complex challenges. This customer service will be provided in person (at front reception) or via telephone. The Service Support Officer will be required to exercise a degree of discretion to assist the clients with less complex requests. This may involve collaborating with others and connecting with other regional offices, relevant government or community services to deliver the best service offer.

Service Support Officers undertake their work to achieve results in line with agreed goals and business plans but will also be pro-active in developing and driving best practices in relation to the operating rhythm of the team.

## TYPICAL DUTIES

- Client Service and Front Reception
  - Provide client service support at initial point of contact, including meeting, greeting and streaming clients to the appropriate service channel, completing simple first contact resolution enquiries, identifying and prioritising clients who are potentially vulnerable, in distress or who have accessibility issues and escalating potential issues as required
  
- Clinical Support
  - Assist with client appointments, counsellor diary management and SMS reminders
  - Assist with client file management including ROIs, AfS Referrals, data entry, scanning and uploading documents
  - Process Outreach client allocations, referrals and other file management activities
  - Provide support to the delivery of Group Programs by assisting with promotional activities, maintaining the CMS and organisation of events
  - Process invoices accurately and timely
  - Process travel requests for the regional staff
  - Manage the region's correspondence workflows (email, mail, TRIM)
  - Assist in meeting National Office requests by collating data and reports, audits
  - Other duties as determined by the Regional Clinical Practice Manager

## KEY SKILLS AND PERSONAL ATTRIBUTES

- Communicate in an effective way
- Research and make sound decisions using appropriate judgement
- Analyse and evaluate customer needs, requesting support as appropriate
- Tailor services to customers
- Understand and make connections with community, government and other services
- Have the ability to prioritise work load and multi-task
- Collaborate with other staff in immediate work area, across a virtual team and with other areas of the department
- Support and train others, undertake ongoing training
- In the context of a clinical team composed of allied health professionals, identify, respond to and escalate customer aggression and/or customer interactions
- Work in and adapt to a changing environment
- Demonstrate a high level of relevant computer literacy skills
- Commitment to holistic customer service

## SELECTION CRITERIA

### **Shapes strategic thinking**

Open Arms is committed to providing high quality services that best meet the needs of the clients. The successful candidate thinks laterally, identifies and implements improved work practices. They will have demonstrated ability to work independently, manage own workload and achieve objectives within a team environment, including strategic awareness to understand issues of importance, the ability to prioritise them and act on them when necessary.

### **Achieves results**

You will possess the ability determine and work to key timeframes and events to achieve goals. You will draw on information from diverse sources and use experience to analyse what information is important and how it should be used. The understanding and use of systems and tools or the ability to acquire an understanding will give you an advantage in achieving objectives within the set timeframes.

### **Supports productive working relationships**

Building and sustaining positive relationships with team members and other stakeholders is critical to the successful delivery of outcomes. The successful candidate will monitor work objectives, and measure progress and identify issues as required. They are committed to achieving quality outcomes and ensuring that the Section complies with departmental procedures and requirements. The successful candidate will build and promote systems and processes that capture and transfer organisational knowledge.

### **Displays personal drive and integrity**

The ideal candidate takes a principled approach to their role in the team and adheres to the APS Values and Code of Conduct. They will take personal responsibility for meeting objectives, focussing on achieving deadlines and responding to pressure in a calm manner even in the most difficult circumstances. They will have an awareness and appreciation of differences in culture and approach, and the values these differences bring to the team.

### **Communicates with influence**

Open Arms has a diverse range of clients and stakeholders, including the veterans and their families, other government departments and agencies, external providers, veteran community groups and defence personnel. The ideal candidate identifies relevant stakeholders' expectations and concern, and discusses issues credibly and thoughtfully. The ability to communicate in a clear and concise manner, using appropriate, unambiguous language tailored to your audience is essential to their ability to respond quickly, accurately and sensitively to queries and requests for information.

## HOW TO APPLY

Open Arms labour hire vacancies are advertised on job advertising websites and through recruitment agencies.

We recruit through several agencies within the location of the advertised role, so you may see our jobs listed on a number of different websites. This allows you to choose the agency you want to register with.

To apply for this role, please choose a recruitment agency advertising this position, and follow their application process.