



**feros care**

# Position Description

## Customer Service Liaison - Local Area Coordination

Stage:  
**Issued**

Version:  
**4.004006**

Group:  
**Position  
Descriptions**

### Reports To:

Assistant Service Area Manager (LAC) or Virtual Service Area Manager

### Employment Status:

Full Time/Part Time, Fixed Term Contract

### Grade/Award:

Salaried

### Primary Objective:

The key purpose of a Customer Service Liaison is to assist with the day to day coordination of the Local Area Coordination Service by:

- Managing a diverse range of incoming and outgoing calls from/to participants, families and the general community
- Booking and managing appointment schedules for our Local Area Coordinators
- Assisting with a range of administration and coordination tasks to assist our Local Area Coordination services in various locations across Australia

### Key Responsibilities:

#### Section A - Key Role Specific Responsibilities

##### Working with people with disability, their family and carers:

- Confidently explain the National Disability Insurance Scheme (NDIS) to people with disability, their family and the broader community
- Guide and assist participants over the phone to develop their options and build capacity to undertake self-management
- Assist people deemed as not eligible for the Scheme by the NDIA and support their families and carers with information linkages and supports to utilise natural supports and connect with alternative funding and opportunities within their community
- Assist people with disability, families, carers and broader communities to access relevant information about the NDIS and assist with enquiries about the scheme

##### Program support, planning and coordination:

- Assist in the day to day allocation of LAC activities (first plan, reviews and implementation activities and tasks), managing LAC inboxes to ensure service volumes and associated KPI's are achieved
- Scheduling appointments with program participants, communicating times and maintaining LAC schedules
- Ensure rostering and scheduling of services is logistically sound, efficient and effective use of staffing resources
- Ensure leave planning including annual leave, personal leave, study leave, etc. is scheduled to ensure continuity of care and service delivery
- Attend to day to day rescheduling to cover unplanned changes in LAC staff availability including sick leave, personal leave and emergency replacement or backfilling requirements
- Ensure all appointments and LAC staff inboxes are regularly reviewed to ensure compliance with service program key performance indicators and to identify system issues and errors
- Ensure compliance with referral requests in relation to the allocation of appropriately skilled and qualified staff and compatibility with customer and participants cultural requirements
- Participate actively in problem solving and finding solutions for scheduling difficulties and challenges in consultation with Service Area Managers and LAC staff

**Creating community capacity:**

- Engage with mainstream and community services to promote the intrinsic value of people with disability in contributing to the development of social and economic activity
- Build a positive and collaborative rapport with mainstream and community services to share NDIS information and provide updates regarding the Scheme
- Assist in gathering information and mapping available community resources and non-funded supports
- Raise awareness to the unique needs of children and vulnerable people with disability from culturally and linguistically diverse backgrounds or from an Aboriginal or Torres Strait Islander background
- Work in conjunction with the Manager Community Engagement to build and strengthen the community's capacity to provide support to people with disability and their families through the implementation of structured and adhoc engagement activities and plans

**Administration:**

- Ensure all telephone participant and family member interactions are promptly responded to in an efficient and empathetic manner utilising superior customer service etiquette and communication skills
- Assisting with daily statistics and KPI gathering from the NDIS IT system to support program monitoring
- Assist with ordering technology, liaising with NDIS IT support and manage access for local LAC workforce
- Support the day to day operations of local LACs providing administration, phone and events management support
- Provide a professional and welcoming reception service to all participants, carers, families, staff and visitors
- Prepare and produce documents, reports, correspondence, presentations, project spreadsheets, etc. in a timely manner and as required
- Ensure all records, information, contacts and activities are recorded in the NDIS IT system daily and the privacy of all participants is protected
- Other ad hoc duties as requested by the Virtual Service Manager and Assistant Service Area Manager

**Section B - Our Common Purpose****Living our Values:**

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our **BOLD Values** are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As part of the Feros Care team you are expected to live the values:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters.
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life.
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

**Leading with Technology:**

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

**Work Health and Safety (WHS):**

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

**Personal Attributes and Qualities:**

To be highly effective in this role you will need to identify with the following personal qualities:

- Excellent problem solving skills with high attention to detail
- Patient, caring and passionate about supporting people to live their best life
- Positive attitude with high energy and a 'can do' outlook
- Accountable for actions and seek opportunities for self-improvement
- Quickly build rapport and communicate with genuine interest, respect and empathy
- Robust work ethic with a strong commitment to achieving team goals
- Work well under pressure in a deadline driven environment with changing priorities

**Criminal History:**

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

**Essential Criteria for Position:****Essential Skills, Experience and Knowledge:**

- Experience in scheduling in a high volume service delivery environment
- Experience in a high volume contact or call centre environment
- Exceptional technology and internet skills
- Positive and respectful communicator with well-developed communication skills (written, verbal and listening) including high level telephone technique in order to liaise effectively with all callers in service delivery requirements of a changing service levels
- Demonstrated ability to work in an environment which is frequently changing and has high client expectations and competing priorities
- Demonstrated high level computer literacy (Outlook, Word, Excel)
- Well developed communication skills (written, verbal and listening) including exceptional telephone techniques in order to liaise effectively
- Ability to maintain a positive and respectful attitude especially when competing demands and time pressures are high

**Desirable Criteria for Position:**

- Demonstrated experience and commitment to working with and delivering high quality services to people with disability, their families, carers and local communities, or a lived experience
- Diploma/Certificate in Administration or similar
- Experience in a Health and/or Aged Care environment
- Previous experience in working with special needs and/or disadvantaged groups

## Summary of Specific Responsibilities

Defined In	Responsibility
LAC - Accessing and Booking an Interpreter : NDIS	Customer Service Liaison - Local Area Coordination
LAC - Accessing and Booking an Interpreter : NDIS (Not Issued)	Customer Service Liaison - Local Area Coordination
LAC Disengaging from Aggressive or Distressing Phone Calls : NDIS	Customer Service Liaison - Local Area Coordination
LAC Participant Surveys : NDIS (Not Issued)	Customer Service Liaison - Local Area Coordination

Other related Team/Group based responsibilities for **Customer Service Liaison - Local Area Coordination**

### Incumbent Statement:

I have read, understand and accept the above Position Description for Customer Service Liaison - Local Area Coordination.

Signed: ..... Date: ... / ... / .....

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