

Community Services Consultant

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| Position | <p>This position is within National Office. It is part of the Support Centre team.</p> <p><input checked="" type="checkbox"/> This position reports to the Team Leader</p> <p><input type="checkbox"/> Reporting line may vary depending on location and service size</p> <p><input checked="" type="checkbox"/> This position does not have any direct reports <input type="checkbox"/> This position may have direct reports, positions vary</p> <p><input type="checkbox"/> This position has the following direct reports:</p> <p>This position is designated Band 7 under the <i>Schedule of Authorities and Delegations</i></p> <p><input type="checkbox"/> This position is a budget holder <input type="checkbox"/> This position has designated revenue targets</p> <p><input type="checkbox"/> This position is an Aboriginal & Torres Strait Islander identified position</p> <p><input checked="" type="checkbox"/> This position does require a working with children related clearance</p> |
| Purpose | <p>The purpose of this position is to act as a first point of contact for customers connecting with the Support Centre in a way that that aligns their experience to the Support Centre Customer Experience Vision and ensures they receive the right information, advice and connection to relevant external support services and third party agencies, and are left feeling that the experience was easier than expected.</p> |
| Focus | <p>To achieve this purpose, the position holder would typically</p> <ul style="list-style-type: none"> • Act as the first point of contact for consumer enquiries through multiple contact channels such as phone, email, web and social media • Respond quickly and effectively to consumer enquiries in line with the Support Centre Customer Experience Vision and Quality Framework and relevant processes and performance targets • Maintain a strong working knowledge of The Benevolent Society's services, funding mechanisms including basic eligibility requirements and assessment processes, and key contacts and sources of consumer information. • Provide accurate and timely advice, information and referral to external support services and referral agencies in an effortless way • Use human-centered and strength-based techniques to build relationships with consumers to enable initial assessment to be completed, to ensure that their needs and goals are understood and to assist them in the decision-making process • Adopt the support centre service connection procedure and use knowledge management resources, platforms and processes to support customers • Record relevant data and information in customer relationship management systems and feedback and incident systems. • Follow up referral outcomes and support received by consumers to ensure consumer needs are met and excellent customer service provided • Identify when a customer may be at risk and escalate to the Team Leader or specialist team for follow up. • Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe. |

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| Outcomes | <p>When things are going well we would expect to see these outcomes:</p> <ul style="list-style-type: none"> • Customer experiences are delivered in line with the Support Centres Customer Experience Vision and Quality Framework and TBS Service Models are implemented • Customers are attracted to The Benevolent Society and report high levels of satisfaction with their experiences. • Customers are matched to the right services and information the first time • The quality of the first point of contact translates to customers engaging with TBS Services | | | | | | | | | | |
| Relationships | <p>We work collaboratively with others, however this position works close closely with:</p> <table border="0"> <tr> <td>Within The Benevolent Society:</td><td>Outside The Benevolent Society:</td></tr> <tr> <td>• Support centre teams</td><td>* Consumers their families and carers</td></tr> <tr> <td>• Operational services</td><td>* Referral agencies</td></tr> <tr> <td></td><td>* Medical and Allied Health Professionals</td></tr> <tr> <td></td><td>* Regulatory and complaint agencies</td></tr> </table> | Within The Benevolent Society: | Outside The Benevolent Society: | • Support centre teams | * Consumers their families and carers | • Operational services | * Referral agencies | | * Medical and Allied Health Professionals | | * Regulatory and complaint agencies |
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| Individual | <p>To achieve the position purpose and outcomes the position holder will need to have:</p> <ul style="list-style-type: none"> • Certificate III or IV or a Diploma In aged care, community care, disability services, community services or related area would be an incredible advantage • Demonstrated experience working in an organisation that provides health or community services would be an incredible advantage • A passion for the customer and creating a customer experience people want to talk about • Strong emotional intelligence and the ability to create an experience where a caller quickly feels heard and comfortable, often at a time when the caller may feel emotional, confused or frustrated navigating systems they may not understand in time of emotional stress • Demonstrated experience in either a call centre or high volume call environment • Demonstrated experience using a customer relationship management system • Ability to maintain an excellent working knowledge of a broad range of services and quickly match that knowledge to customer needs | | | | | | | | | | |
| Travel | <p>This position may require some flexibility in terms of travel or hours of work:</p> <table border="0"> <tr> <td><input type="checkbox"/> Overnight travel/stays may be required</td><td><input checked="" type="checkbox"/> Some weekend work may be required</td></tr> <tr> <td><input checked="" type="checkbox"/> Some evening work may be required</td><td><input type="checkbox"/> Use of TBS pool cars may be required</td></tr> <tr> <td><input type="checkbox"/> Travel between office locations/regions may be required</td><td></td></tr> <tr> <td><input type="checkbox"/> Travel to consumers (varied locations) may be required</td><td></td></tr> <tr> <td><input type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required</td><td></td></tr> </table> <p>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events</p> | <input type="checkbox"/> Overnight travel/stays may be required | <input checked="" type="checkbox"/> Some weekend work may be required | <input checked="" type="checkbox"/> Some evening work may be required | <input type="checkbox"/> Use of TBS pool cars may be required | <input type="checkbox"/> Travel between office locations/regions may be required | | <input type="checkbox"/> Travel to consumers (varied locations) may be required | | <input type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required | |
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| Context | <p>Those with knowledge of this position say the things that might make your day are:</p> <ul style="list-style-type: none"> • Having a customer who felt confused, frustrated or overwhelmed when contact began, finish the contact feeling heard and that they have the right information or referral to go forward • Providing a great customer experience that directly relates to the customer using The Benevolent Society's services • Being able to identify and suggest solutions that meet customers' needs <p>Those with knowledge of this position say some key challenges you might experience are:</p> <ul style="list-style-type: none"> • Being able to provide advice and information on sometimes complex funding and access requirements in a way that customers can understand • Maintaining self-care, especially when supporting customers who are experiencing confusion, frustration and other strong emotions • Maintaining your knowledge of services and the sector in what can be a complex operating and regulatory environment | | | | | | | | | | |
| Approvals | <p>Approver: Director, Human Resources Date: 31 January 2018</p> <p>Review history: V1.0 Release</p> <p>Advertising:</p> <p>This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.</p> | | | | | | | | | | |