

## Customer Relationship Officer

3Bridges Community is a growing, vibrant, not for profit community organisation providing a variety of government funded services to the communities of South Eastern Sydney.

### About the position

An exciting opportunity for a Customer Relationship Officer to assist in the day to day operation of the 'My Aged Care' gateway. The main responsibilities include responding to enquiries and providing information on 3BC services and assisting in the assessment and the registration process of potential customers through the My Aged Care Gateway.

This is a full time position, however the successful applicant may be able to negotiate a part time working arrangement.

### Essential experience or skills

- Understanding of and/or experience in the health and aged care service sectors.
- Demonstrated computer skills with capacity to learn and use electronic reporting systems.
- Good organisational and problem solving skills.
- Strong Communication and interpersonal skills.
- Previous experience in waitlist management and booking systems.
- Ability to manage competing priorities.
- Proven skills in relationship management with both internal and external stakeholders.
- Proven ability to work in busy environment, skills in time management and ability to prioritise.
- Ability to work effectively in a team.
- An understanding of Work Health Safety issues.

### Desirable criteria

- Previous experience caring for older frail people.
- Second Language.

The successful candidate must undergo a National Police Clearance prior to commencement.

As an EEO employer we welcome applications from people of NESB and ATSI backgrounds. To obtain an information pack visit <http://3bridges.org.au/about-us/people/careers/>

For further details please contact Amal Madani on 1300 327 434. Please forward applications to [amalia.betihavas@3bridges.org.au](mailto:amalia.betihavas@3bridges.org.au).

Applicants must address the selection criteria above. Applicants who forward resume without addressing the criteria will not be considered.

**Applications close: 27<sup>th</sup> May, 2016**

## JOB DESCRIPTION

### Customer Relationship Officer

#### POSITION DETAILS

<b>Responsible to:</b>	Manager, Community Services
<b>Responsible for:</b>	Responsible for the day to day operation of My Aged Care gateway. Responding to enquiries and providing information on 3BC services and assisting in the assessment and the registration process of potential customers on My Aged Care Gateway.
<b>Objective:</b>	To provide support to older people by assisting them in accessing information and services via 'My Aged Care' Gateway.
<b>Direct reports:</b>	Nil
<b>Indirect reports:</b>	Nil
<b>Location:</b>	Carss Park
<b>Award:</b>	<u>Social, Community, Home Care and Disability Services Industry Award</u> (SCHCADS Award)
<b>Level:</b>	Level 3
<b>Hours per week:</b>	Full Time (negotiated part time role may be possible)

#### PURPOSE OF POSITION

The main purpose of this position is to support older people, their families and carers by providing entry point to the aged care system by assisting them in accessing information and appropriate local services. This position involves collaborating to allocate referrals received from the 'My Aged Care' Gateway.

The key responsibilities of this position include the assistance of the day to day operation of My Aged Care gateway, providing effective support and delivery of services including updating consumer records and initiating assessments when required. A level of collaboration is required with stakeholders and the ability to analyse issues and data and to identify solutions.

#### SELECTION CRITERIA

##### Mandatory qualifications

- Criminal history clearance.

- Current drivers' license.

### **Essential experience or skills**

- Understanding of and/or experience in the health and aged care service sectors.
- Demonstrated computer skills with capacity to learn and use electronic reporting systems.
- Good organisational and problem solving skills.
- Strong Communication and interpersonal skills.
- Previous experience in waitlist management and booking systems.
- Ability to manage competing priorities.
- Proven skills in relationship management with both internal and external stakeholders.
- Proven ability to work in busy environment, skills in time management and ability to prioritise.
- Ability to work effectively in a team.
- An understanding of Work and Health Safety issues.

### **Desirable criteria**

- Previous experience caring for older frail people.
- Second Language.

### **PERSONAL ATTRIBUTES**

- Friendly and approachable
- Flexible, with the ability to work independently
- Effective communication and interpersonal skills

### **KEY RESPONSIBILITIES**

#### **Administration:**

- Undertake necessary administrative tasks to ensure smooth operation of all services.
- Operating in accordance with the Quality Management System policy, procedures and manual.

#### **Service Delivery:**

- Be responsible for the day to day operation of My Aged Care Gateway.
- Provide information on 3Bridges services and other support if required.
- Coordinate the day-to-day activities associated with the wait list and the booking and registration systems, including initiating the reassessment process when required.
- Liaise with My Aged Care Gateway around timely acceptance and responses to referrals.
- Coordinate allocation of consumer appointments to services in accordance with priority timeframe.
- Maintain a directory of 3Bridges services to meet the needs of consumer
- Assist with the collection of data and the maintenance of information management systems required to help demonstrate and report on ongoing achievement of Key Performance Indicators (KPIs).
- Assist Managers in the efficient operation of systems, tools, processes and procedures involved in the effective delivery of services,.

- Attend any required training or information sessions conducted by the Commonwealth or local Workplace Trainers to keep informed and familiar with My Aged Care systems and the operations of the Gateway Contact Centre.
- Provide a high level of customer service whilst performing administrative and other duties required by the position.
- Work effectively with culturally diverse clients.

### Strategic Development

- Provide input to the service plan and review of the use of My Aged Care Gateway.
- Participate in the implementation of the service strategic plan

### Professional Development

- Undertake professional development.
- Participate in an annual performance appraisal.
- Ensure that First Aid qualifications remain current.

### Human Resource Management

- Be flexible in work hours to provide relief while other staff are on leave.
- Attend staff, team and organisational meetings.
- Assist with duties of volunteers
- Other relevant duties as directed by the Manager.

### Policies & Procedures

- Comply with the Code of Conduct and organisation policies and procedures including WHS.

## ORGANISATIONAL RESPONSIBILITIES

- Adhere to the administrative process of the organisation.
- Adhere and respect the values, policies and procedures of the organisation.
- Operate within the Delegation & Decision-Making Matrix.
- Operate within the Quality Management System, Procedures and Manual.
- Perform your duties in line with the expected team member conduct to be welcoming, caring, warm, helpful and friendly.

## ORGANISATIONAL VALUES

The following corporate values and behaviours underpin the working environment at 3Bridges Community and assist us in delivering our vision:

Values	Behaviours
<b>VIBRANT</b> by being energetic and engaging.	<ul style="list-style-type: none"> <li>• Seeking opportunities to do better.</li> <li>• Building inclusive relationships.</li> <li>• Learning and growing with our community.</li> </ul>
<b>OPENNESS</b> by being welcoming, honest and transparent.	<ul style="list-style-type: none"> <li>• Open in sharing knowledge and information.</li> </ul>

Values	Behaviours
	<ul style="list-style-type: none"> <li>• Open to new ideas and ways of working.</li> <li>• Integrity in all we do.</li> </ul>
<b>INNOVATION</b> in driving new ideas, opportunities to build a better community.	<ul style="list-style-type: none"> <li>• Advocating for the community.</li> <li>• Leading change.</li> <li>• Continually improving</li> </ul>
<b>COLLABORATION</b> by embracing new ideas, teamwork and partnerships.	<ul style="list-style-type: none"> <li>• Working as a team.</li> <li>• Delivering valued services for our community.</li> <li>• Respecting differences.</li> </ul>
<b>EXCELLENCE</b> through being recognised as leaders in the community.	<ul style="list-style-type: none"> <li>• Striving to be the best we can.</li> <li>• Quality is a part of everything we do.</li> <li>• Professional performance.</li> </ul>

#### BACKGROUND CHECKS

- Working With Children Check – No
- Police Criminal History Check – Yes

#### ORGANISATIONAL STANDARDS AND EXPECTATIONS

- Code of Behaviour and Conduct
- Privacy and Confidentiality Agreement
- Organisational policies and procedures
- Decision making and delegation matrix
- Quality management System, Procedures and Manual.
- Aspire to and support the organisational values and vision.

#### RELATED DOCUMENTS

- Contract of employment.
- Key performance indicators.

**Revised:** Amal Madani – 5 May 2016

## About 3Bridges Community

We are a new community organisation drawing upon 40 years experience in supporting the communities of South Eastern Sydney. Our organisation was created through the merge of 3 established community organisations in Southern Sydney (Pole Depot Community Centre, Keystone Community Solutions and Menai Community Services).

3Bridges Community aims to increase opportunities for people to work, care and grow in our community. Our service offering includes:

- Early intervention and prevention programs for youth aged 12 to 18 and their families.
- Before and After School and Vacation Care services for school aged children located at 4 sites within schools and a community centre.
- Training services to increase capacity in the sector and community.
- Pathways to employment and social enterprises such as our home building service which helps people stay at home through home modifications.
- Social cohesion programs aimed to reduce isolation and enhance the quality of life for young adults with a disability.
- Positive and Healthy Ageing centres, respite care, carers support, home care for the elderly and people with a disability.

We are a not for profit organisation. Our team consists of 140 staff and almost 300 volunteers. Our organisation is supported through \$5.9m in funding from a range of local, state and commonwealth programs as well as, the generous support of our many supporters. We received total income of over \$10m per year.

### Why more people would like to work with us

As an employer, 3Bridges Community offers a wide range of flexible and "family friendly" working arrangements, aimed at creating an inclusive working environment in which all employees are able to achieve a healthy work/life balance. We also offer a competitive salary packaging program aimed at increasing the take home pay for permanent employees.

#### What our employees say about us

Our most recent staff culture survey found:

- 88% of our employees are looking forward to continuing to work with us
- 91% believe the quality of our work is high
- 83% agree our working conditions are flexible
- 88% believe there is an open acceptance of cultural difference
- 88% like working with us

#### Salary packaging

##### *General packaging*

3Bridges Community utilises its fringe benefit tax exempt status to provide remuneration packaging for eligible team members (permanent or fixed term employees). The premise of Salary Packaging is simple: reduce an employees' annual tax liabilities so that their disposable income is increased. This includes up to the maximum limit allowable under current fringe benefits tax legislation (currently set at \$30,000 grossed up) may be packaged as fringe (non-cash) benefits.

##### *Dining out expenses*

In addition, staff can access a Meal Entertainment Card which allows employees to set aside money from each pay to put exclusively towards dining out. This money is transferred to your card before it's subjected to income tax, so it effectively grants you tax free dining. Best of all, this benefit is available over and above the \$16,050 Salary Packaging threshold for 3Bridges Community permanent or fixed term employees. You can use your

Meal Entertainment Card to pay at any restaurant, café, hotel, take away outlet with a dine-in facility or for meals provided by a caterer (such as wedding receptions or parties) where Visa is accepted.

#### *Venue hire*

3Bridges Community employees are also able to salary package accommodation and venue hire expenses in addition to general salary packaging. Employees can salary package the cost of holiday accommodation. It can be anything from an overnight stay to **accommodation** during a three month European holiday that you can package Tax Free without affecting what you normally Salary Package.

It doesn't matter whether you stay in a caravan, cabin, motel, bed & breakfast or hotel. More details can be found at [www.epac.com.au](http://www.epac.com.au).

#### **Family Friendly Policies**

##### *Achieving Balance through Flexible Working Arrangements.*

3Bridges Community is committed to providing fair and flexible conditions to staff, understanding that we all need to balance a range of activities and roles in our lives. We offer family friendly policies for individuals that need increased flexibility, through leave and working conditions. These provide a basis for discussion and negotiation when family situations need more flexible work arrangements such as fractional and part-time employment, rostered days office, time in lieu and more.

The following policies and procedures recognise that the provision of flexible work options is linked to enhanced organisational capabilities.

##### *Rostered Days Off (RDO)*

As part of *3Bridges Community's* flexible approach to working conditions permanent full time employees have access to rostered days off. Full-time 38 hour a week permanent workers are offered the opportunity to work an eight hour day in order to accumulate one rostered day off per four week cycle.

##### *Time in lieu*

By mutual agreement, an employee may be compensated by way of time off instead of payment of overtime (time for time) within three (3) months of it being accrued. This allows employees to attend

personal commitments during traditional working hours.

##### *Study Leave*

Ongoing education of employees is valued by *3Bridges Community* to support continuous improvement of service provision and career development. Employees can access up to 5 days

per annum for approved training and development programs.

##### *Maternity & parental leave*

Our maternity leave provisions allow our employees to access parental leave when a child is born or adopted. Parental leave entitlements include maternity leave, paternity and partner leave, adoption leave, special maternity leave, a safe job and no safe job leave and a right to return to old job.

##### *Variation to traditional office hours*

Variation to traditional working hours will depend on the nature of the role and service commitments. An employee may be able to vary start and finish times by negotiating flexible working hours with their Manager.

##### *Working from home*

Our Working From Home Policy and procedures provides for casual / adhoc working from home arrangements where work traditionally performed in the work place may be carried out at home.

##### *Part time options*

A large percentage of our work force are employed on part time basis. This allows employees to manage their caring or parenting obligations more effectively.

##### *Child Care*

3Bridges Community operate both before and after school care as well as, vacation care across 4 sites in the Hurstville area. Staff are able to access these services and bookings (subject to availability) can be made on a full-time or part-time basis.

##### *Employees with disabilities and carer's responsibilities*

*3Bridges Community* is a strong advocate for and supporter of job applicants or employees who have a disability, an illness or responsibility for the care of a family member. We assist employees to fulfil their carer's responsibilities by making reasonable adjustments to their working arrangements.

## HOW TO APPLY

Only applications that address the selection criteria will be considered.

**When applying for a position, you must :**

- *Write about your experience and skills*

Please write about your experience and skills in each of the areas listed in the 'Selection Criteria'.

- *Provide the names of two referees and their contact phone number*

A referee is someone who is familiar with your work. If you are selected for an interview, and the interview panel is interested in offering you the position, we will first contact your referees to confirm your skills, abilities and experience.

- *Provide a copy of your resume.*

If the above information is not provided, you may not be offered an interview, as the Interview Panel will be unable to determine your suitability for the position.

### **Interview Panel**

An Interview Panel comprising up to three (3) members will be established to cull applications (select suitable applicants for interview), write the interview questions, interview applicants and contact referees.

The Interview Panel may consist of the 3Bridges Senior Manager, Line Manager and one other.

3Bridges Community abides by Equal Employment Opportunity principles. Each applicant will be treated fairly and in a non-biased way. Where any member of the Interview Panel knows an applicant, that member must disclose how they know the applicant. If the relationship between the parties is a conflict of interest and will influence the Interview Panel member's ability to provide a fair and non-biased opinion, the Interview Panel member will be replaced as soon as possible.

The Interview Panel has the discretion to interview applicants who may have not clearly addressed all the essential criteria, but have demonstrated potential to fulfil the criteria. This will give the interview panel the opportunity to more fully examine the applicant's credentials.

The Interview Panel will re-advertise the position if there are no applicants who fulfil at least the essential qualifications stipulated in the advertisement.

### **Culling process for applications**

Once applications are received, and after the closing date, the interview panel will cull applications.

All applications will be treated as confidential and only members of the interview panel will view and discuss applications.

In culling applications, the interview panel will progressively exclude those applicants who do not adequately meet the requirements of the advertised position.

### **Overseas qualifications**

Overseas qualifications will be considered and accepted wherever possible and appropriate.



### **Interview process**

If you are selected for an interview, you will be informed, with reasonable notice, of:

- the time of the interview
- the approximate duration of the interview
- the number of people on the panel
- the place of the interview
- any expectations regarding examples of previous work, etc.

Interview questions may be made available to interviewees ten (10) minutes prior to the commencement of their respective interview. This decision is at the discretion of the relevant senior manager.

The interview questions will be standard for all interviewees and will be based on the selection criteria and the position description.

### **Decision-making**

The Interview Panel will decide the successful applicant. A member from the Interview Panel will contact the Referees of the successful applicant. The information received will be confidential and shared only with the Interview Panel.

A member of the Interview Panel will contact the successful Applicant. Once the position has been accepted, unsuccessful applicants will be informed of the outcome of their application.