

POSITION DESCRIPTION

POSITION TITLE:	Client Services Officer
SECTION:	Client Services
ACCOUNTABLE TO:	Manager - Client Services
<u>CONDITIONS OF SERVICE:</u>	<u>As Per Contract of Employment</u>

Key Responsibilities:

1. To ensure service delivery is based on and informed by accurate information
2. To coordinate the flow of information to ensure that services are timely, coordinated, continuous and adequately resourced for all clients
3. To communicate closely with Assistant Coordinators about resources for, and issues that impact upon, quality service delivery.
4. To implement administrative processes which ensure the above responsibilities can be met including, communication and liaison with accounts, filing, data processing and mail.

Key Duties:

1. **To provide a responsive, accurate and professional telephone service to:**
 - Clients, family members and other stakeholders
 - Employees of PHCS

Tasks include:

- Phone referrals
 - Responding to calls forwarded by COs
 - Notifying clients of support worker changes
 - Notifying support workers of service/client changes
 - Notifying office based staff of client/support worker issues
2. **To maintain accurate and timely information on Elle** including:
 - New registrations
 - MDS
 - Client Service Agreement
 - Consent Form
 - OSH
 - Registration form
 - Care Plan
 - filing
 - Letter to clients advising details of commencement of services

- Entering Reviews
- Diary Notes
- Discharges
 - paper work for file
 - Elle Update
 - client detail form for accounts
 - Services cancelled
 - Complete MDS
- Updating Elle re client/SW change of address and other details
- Input client Service Plan changes
- Input Annual leave changes prepared by A/Coordinators
- Input Sick leave changes

3. To ensure Timesheets accurately reflect services provided to clients:

Tasks include:

- Approving all timesheets on a support worker pay week (Monday)
- Time Sheet printing
- Mail Out – printing labels, printing and collating timesheets and extra mail in SW files
- Daily Changes- and “one off” changes
 - Identify replacement SW as required in conjunction with SWOC Coordinator
 - Advise client and SW as required
 - Update Elle
- Last Minute Changes (ie when timesheet comes in)
- Annual Leave Changes;
 - Adjust timesheets in accordance with leave arrangements planned by A/Coordinators
 - E-mail staff re staff changes
- Sick Leave Changes-Organise SW replacement in circumstances where sick leave is short term. Long term sick leave arrangements to be organised by A/Coordinators

4. Providing Annual Leave Relief Cover for Zones:

- CSOs will undertake acting duties for Coordinators/Assistants on leave in circumstances where leave taken is three days or more.

5. General Administration:

Tasks include:

- Mailing
- Excel – Update client index
- Maintain SW Lists

- Filing:
 - Creating and maintaining client filing information
 - Archiving files
 - Meeting attendance
 - Mail
 - Envelope and frank for posting
- 6. Interface with Accounts:**
- Keep accurate records for accounts of annual/sick leave changes

Position Holder:

Signature:

Date: