

POSITION: Customer Support Officer
REPORTS TO: Senior Manager, Community Services
DATE CREATED: June 2019

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Melbourne City Mission is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

Disability Services offer tailored support services and products to people with disability and their families. Disability is a dynamic and growing area with the introduction of the National Disability Insurance Scheme (NDIS). People with disability and their families choose the support they need, who will provide it and what price they will pay.

Melbourne City Mission's disability services are designed and offered within a sustainable business framework and are focussed on customer service and value for money. Identification and measurement of outcomes for the service or product delivered are central to effective and sustainable delivery. Products and services and their price structures are continuously reviewed to ensure ongoing relevance to people with disability, families and carers.

MCM provides several programs tailored to participants with complex support needs. MCM provides high quality, community-based shared accommodation and community support for people with a disability using contemporary principles of person-centred planning/support. The teams support people to achieve their personal goals/aspirations and to actively participate within local communities.

The Customer Support Team provides a single point of access into Disability Services to people with a disability, their families and carer. Customer Support also functions as an information and referral service for people with a disability their families and carers and other service providers.

JOB PURPOSE

The Customer Support Officer ensures high standards of service delivery to people with disability through appropriate management and allocation of disability workers to customers and/or service requests in accordance with relevant legislations, regulations and requirements.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Acting as the first point of contact for referrals for new services and appropriately managing prospective customers' enquiries.
- Supporting customers (including the tracking and monitoring of) through the referral process and delivering appropriate options and offerings by understanding their support needs.
- Competently assessing referrals to determine service eligibility and appropriately advising customers in a timely manner.
- Providing accurate and timely information to customers, their families and other service providers.
- Supporting customers to formulate their goal achievement plan and providing offerings that support the achievement of their plan.
- Assisting and supporting customers and their families to achieve the best outcomes possible through services they receive from Melbourne City Mission.
- Managing support requests by sourcing appropriate disability workers and rostering support shifts in a timely and efficient manner.
- Collaborating with internal and external stakeholders to obtain information to enable appropriate customer service and advice.
- Ensuring rostered disability workers meet minimum security and qualification requirements relevant to the role and/or service/support offering.
- Monitoring customers' funding packages and managing service offerings to customers accordingly.
- Monitoring, reviewing and evaluating customer progress and outcomes in line with their goal achievement plans.
- Maintaining current and accurate referrals and customer and support/service delivery information as per service requirements and MCM policies and procedures.
- Providing support to disability workers while they are performing shifts where necessary, ensuring that all components of the service delivery are appropriately managed.
- Effectively resolving enquiries and complaints and escalating matters to the Program Manager where further attention is required.
- Adhering to confidentiality requirements around customer information and other sensitive matters in the work place.

- Participating in on-call support as required and completing all documentation relevant to work performed throughout the on-call period.
- Participating in the continuous improvement and development of service delivery and other associated processes.
- Ensuring services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Performing other duties and responsibilities, as directed by the Manager or delegate.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Accountability	<ul style="list-style-type: none"> • The role is accountable to the Senior Manager, Community Services.
Internal Relationships	<ul style="list-style-type: none"> • Other programs across Disability Services • People & Culture • Early Childhood Intervention Services
External Relationships	<ul style="list-style-type: none"> • Families • Service providers

KEY SELECTION CRITERIA

Essential:

- Experience or a good understanding of working with people with disability
- Highly developed communication and interpersonal skills, including the ability to work and communicate effectively with the people we support, families, community agencies and other professionals and to deal with and manage conflict effectively
- Effective time management and organisation skills to ensure efficient service delivery and prioritisation of work tasks
- Ability to work through problems and develop appropriate solutions.
- Computer literacy, including proficiency in Microsoft Office.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

Desirable:

- A relevant qualification

OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

LEADERSHIP CAPABILITY

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

BEHAVIOURAL CAPABILITIES

PARTNERSHIPS	Customer Focused We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
REPUTATION	Outcomes Focused Delivers measurable results. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Doing It Better Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
PEOPLE	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together We are inclusive and accepting of difference.
We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.

Courageous We speak up constructively in line with our convictions.
We pursue our goals with determination.
We are passionate about our advocacy role.

Curious We are inquisitive and ask why.
We challenge the status quo.
We actively explore the alternatives.

Open We are transparent and have genuine, honest interactions.
We listen and hear people's voices.
We value and respect the autonomy of clients.
We trust one another.

Accountable We act safely in all our interactions.
We manage within our financial and resource boundaries.
We own our outcomes and decisions.
We are proud of the work that we do.