

POSITION: Customer Support Officer

REPORTS TO: Program Manager, Customer Service and Billing

DATE UPDATED: June 2021

ORGANISATIONAL ENVIRONMENT

MCM (Melbourne City Mission) is a leading community services organisation that innovatively works alongside thousands of Victorians and their communities to overcome barriers experienced through Homelessness, Early Years, Disability, Palliative care, Early Childhood Intervention Services and Education.

With deep experience working with communities experiencing disadvantage, MCM advocates for systemic change, working across all sectors to sustainably disrupt such disadvantage.

Since 1854, MCM has been striving for those experiencing disadvantage to live their life, their way.

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 Service Team (CST) aims to provide a single point of entry and consistent customer experience to people with a disability, their families and carers from enquiry to exit. The CST receives all enquiries for Disability Services, records and processes participant and financial data, and provides information and referral to relevant programs.

JOB PURPOSE

The Customer Support Officer is the first point of contact for MCM's disability services and is responsible for managing existing and prospective customers' enquiries. The CSO works collaboratively with other team members to ensure a high standard of customer service 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 through the referral process and delivering appropriate options and offerings by understanding their support needs and applying the principles of participant choice and control.
- 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.
- Collaborating with internal and external stakeholders to troubleshoot and resolve issues and where required obtain additional information, to enable appropriate customer service and advice.
- Maintaining current and accurate referrals and customer and support/service delivery information as per service requirements and MCM policies and procedures.
- Effectively resolving enquiries and complaints and escalating matters to the Program Manager where further attention is required.
- Participating in Cross Training with other CSO's in multiple roles to enable diversity in daily tasks and a multi skilled and high performing team.
- Works collaboratively as a team member to ensure the CST meets operational service delivery targets.
- Adhering to confidentiality requirements around customer information and other sensitive matters in the work place.
- 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 Program 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:

Internal Relationships	<ul style="list-style-type: none"> • All MCM Disability Services and NDIS funded programs • Corporate Services staff (Finance, Organisational Development and Occupational Health and Safety, People & Culture)
External Relationships	<ul style="list-style-type: none"> • Participants and families • NDIA

- LAC's
- NDIS Commission
- Plan Managers and financial intermediaries
- Disability Service providers

KEY SELECTION CRITERIA

Essential:

- Knowledge and/or understanding of working with people with disability and their families.
- 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 Suite, telephony systems and client management and reporting systems.
- Satisfactory completion of safety screening including a National Police check, Proof of Identity check, International Police check (if required), a valid Victorian Working with Children Check (Employee), NDIS Worker Screening Check, current Victorian Drivers Licence, and the right to work in Australia in line with the Victorian Safety Screening Policy.

Desirable:

- Qualifications or experience in Disability or Community Services.
- Knowledge/understanding of NDIS funding an advantage.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

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.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to MCM's Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

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

KEY AREA	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	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Spreading the Word Sells' rather than 'tells'. Takes every opportunity to promote MCM, its services, purpose and philosophy.
REPUTATION	Doing Our Best 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.
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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.
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Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
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Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
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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.
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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.
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