

## Position Description

Position Title	Client Services Worker
Department	Community Development & Client Services
Program	Client Services
Location	Hobart
Classification Level	Level 2

### About Relationships Australia Tasmania

Relationships Australia Tasmania (RA Tas) is a leading provider of relationship support services. We're here to help people and communities thrive by supporting people to create positive connections. Our services are for everyone, regardless of race, social status, sexual orientation, gender identity or intersex status.

### Our Values

At Relationships Australia Tasmania we are guided by these values in everything we do:

- Willing to serve
- In it together
- People matter
- Looking forward

### Position Summary

The Client Services Worker is responsible for providing a professional, warm friendly and supportive interface between RA Tas clients and practitioners, visitors and other stakeholders. It is also responsible for undertaking site-specific administrative tasks and contributing to the effective and efficient administrative operations of RA Tas.

### Key Areas of Responsibility

- Provide RA Tas clients with a confidential, professional and responsive service that displays an understanding of the problems they are encountering by phone and at times in person
- Accurately obtain and record client information in the client information systems as directed in keeping with organisation and funding requirements

- Schedule client appointments and liaise with practitioners about scheduling
- Provide accurate, up to date and consistent information about RA Tas services, as well as other services available to clients in the community
- According to established systems, issue invoices and receipts for payments, maintain petty cash and fee management
- Under direction of the Senior Client Services Worker, coordinate office supplies, including placing orders and maintaining stationery and general amenities and provisions and liaise with contractors in respect to building maintenance and repairs
- Assist with the training and development of other RA Tas employees in relation to the use of client information system
- Participate in regular supervision
- Any other duties as required and within the general scope of responsibilities of this position

## Position Relationships

Supervisor	Manager, Community Development & Client Services
Direct Report(s)	Nil
Other(s)	Clients, Practitioners, other internal and external stakeholders

## Extent of Authority

The Client Services Worker receives instructions and guidance on work practices and processes and in meeting unusual requirements. Freedom to act is within established guidelines and solutions to problems may require the exercise of limited judgement, with guidance to problems to be found in procedures, precedents and guidelines.

## Organisational Responsibilities

- Demonstrate professional workplace behaviours at all times in accordance with the organisation's Code of Conduct and Code of Ethics and adhere to all organisational policies, procedures, standards, practices and RA Tas values
- Assist RA Tas to create and maintain a safe and healthy work environment by working safely and adhering to all RA Tas Policy, procedures, standards and practices
- Actively participate in regular Supervision sessions in accordance with the RA Tas Supervision Model and positively engage in continued professional development activities
- Our organisation is an accredited White Ribbon Workplace, and as an employee of RA Tas you are required to promote a workplace environment that supports the rights of all employees to live free from violence and adhere to the RA Tas Family Violence Support Policy at all times
- Our organisation is a Child Safe organisation and takes child protection seriously. As an employee of RA Tas, you are required to meet the behaviour standards outlined in our Practice and Behaviour Guidelines

## Selection Criteria

### Essential Requirements (Skills, knowledge, experience, qualification(s) and/or training)

1. Demonstrated professional communication and interpersonal skills, including an ability to deal tactfully and professionally with a diverse range of clients, and an ability to develop relationships at all levels of the organisation
2. Highly developed administrative skills including an eye for detail that ensures high standards of accuracy in data entry, financial and other documentation
3. High level organisational skills including the abilities to multi-task, show initiative, prioritise and to work under pressure
4. Computer skills in using databases, word processing, email, internet and the capacity to develop new skills as required
5. Ability to maintain absolute confidentiality and exercise high levels of professional judgement and discretion in this sense
6. Ability to work as part of a team, the ability to respond to direction and the capacity to be self-directed when necessary
7. Ability to work within and positively advance the mission and values of Relationships Australia Tasmania

### Desirable Attributes

8. Current drivers licence

## Special Requirements

- Appointment to this position will be subject to a current and satisfactory National Police Check and Working with Children Registration
- Some intrastate and interstate travel may be required in the position

## Working Conditions

- Some out of hours work may be required in order to satisfy operational requirements
- The position may involve working with people with challenging behaviours

## Approval

Jules Carroll  
Acting CEO

January 2021

Ideally, a Position Description should be reviewed annually and updated as often as necessary.