

CLIENT SERVICES OFFICER



Position Description

Responsible To:	Client Services and Resources Manager
Division:	Corporate Services
Location:	All Access Australia Group Bendigo based locations
Status:	Casual
Working Days:	As Required
Working Hours:	As Required
Award:	Access Australia Group Limited Enterprise Agreement
Classification:	Class 2 Band 1 to Band 9 commensurate with skills, experience and qualifications (\$45,053 to \$57,540, plus 25% casual loading and superannuation) <i>All applicants are encouraged to obtain their own independent financial advice.</i>

Organisation Overview

Formed in 1992 following the amalgamation of three smaller community employment organisations, and then expanded with the merger of Continuing Education Bendigo in 2014 and Our Shed in 2015, Access Australia Group (AAG) has grown to what is today a large and diverse not-for-profit, community-based organisation. AAG is a registered public benevolent institution. As an internationally accredited organisation, the continuing focus of operations is to provide superior customer service and be an employer of choice. AAG operates five key divisions undertaking a range of operations:

- Employment Services
- Registered Training Organisation, Access Skills Training
- Social Enterprises including PepperGreen Farm, PepperGreen Farm Catering and Access Employment Enterprises
- Social Inclusion including Access Creative Studios
- Corporate Services.

Board of Directors

A board of voluntary directors governs AAG. Each member of the Board of Directors (Board) contributes a particular expertise to AAG in its mission of providing opportunities for people. All directors work in conjunction with the Chief Executive Officer (CEO), who has overall responsibility for implementing the policy and strategic direction of the Board.

Vision

Employment for people living with disability or disadvantage.

Purpose

Provide meaningful participation, training and employment opportunities for people living with disability or disadvantage.

The Values that inform our behaviours:

Inclusive	Integrity	Respect
<ul style="list-style-type: none">• Non-discriminatory• Ability focussed• Fair• Open minded	<ul style="list-style-type: none">• Accountable• Honest• Transparent• Doing what we say• Relevant	<ul style="list-style-type: none">• Good at listening• Supportive• Compassionate• Dignified• Inspiring

The Foundations that underpin our work

- Client Focus
- Financial Sustainability
- Innovation and response to change
- Partnerships and collaboration
- Quality, safety and compliance

Strategic Environment

By 2025, AAG will achieve:

1. 30% of our clients are in open employment and 70% are on a pathway towards open employment
2. Our clients are accepted and included across their communities
3. Access Australia Group is a
 - Provider of Choice
 - Employer of Choice
 - Partner of Choice
4. Our products and services are replicable across Australia

We will achieve this by focusing on the following four strategic areas:

- Client Journey and Pathways
- Culture and Competency
- Leadership and Influence
- Planning and Evidence

Division Information

Corporate Services

The Corporate Services Division provides organisation wide support services including finance, human resources, payroll, information management and technology, fleet and facility maintenance and general administration support. The Division delivers critical corporate functions and infrastructure across Access Australia Group with a strong focus on financial management.

Responsibilities and duties:

Major Purpose

This position is a key role in the daily operations of Access Australia Group and is responsible for the provision of high-quality customer service in the form of front of house reception and administrative support services to internal and external stakeholders and AAG staff.

Main Function

- Undertake all reception duties including attending to telephone calls and answering queries.
- Be discreet and professional in all interactions.
- Ensure the Reception desk is always attended.
- Provide photocopying, filing, laminating, binding and faxing support, as necessary.
- Utilise the Microsoft Office suite of products including Word, Excel and Outlook.
- Provide word processing and data entry support when required.
- Collect mail and distribute accordingly.
- Archive files and records as required including the maintenance of an archive register to facilitate retrieval of records.
- Prepare and circulate meeting agendas and minutes.
- Order and maintain adequate stationery supplies for the whole of organisation.
- Monitor and maintain the booking system for the Interview and Training Rooms and the Eco Pods.
- Manage and complete financial transactions and petty cash.
- Liaise with the Finance Team as required.
- Assist with fleet management including car booking sheets, car washes etc.
- Attend regular Team meetings.
- Other duties as directed.
- Actively contribute to the development of a culture consistent with the values of AAG.
- Be proactive in risk identification, notification and management.
- Contribute to continuous quality and service delivery improvement through the organisation.

Health and Safety in the Workplace

Staff employed by AAG are expected to participate in Workplace Health and Safety (WHS) by:

- Adhering to AAG's policies and procedures in relation to WHS.
- Taking reasonable care to ensure that your own health and safety, along with that of others, abide by the Occupational Health and Safety Act 2004.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Immediately reporting any injuries, hazards or illnesses where practical.
- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

National Disability Insurance Scheme (NDIS) Worker Screening Check

The National Disability Insurance Scheme Worker Screening Check (NDIS Check) is an Australian-wide safety check and is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.

Workers are required to complete the NDIS Check before commencing employment and must nominate AAG as the employer.

Victoria has a “no clearance, no start” approach to the NDIS Check.

Working with Children Check (WWCC)

Under the *Child Wellbeing and Safety Act 2005*, AAG is mandated by the Department of Health and Human Services to be compliant with the child safe standards that:

- Promotes the safety of children
- Prevents child abuse
- Ensures effective processes are in place to respond to and report allegations of child abuse
- Encourages children to “have a say”, especially on issues that are important to them or about decisions that affect their lives.

An element of these standards is safety screening and therefore all AAG staff are required to hold an employee Victorian Working with Children Check card or a current Victorian Institute of Teaching (VIT) registration card.

Police Check

All AAG staff are required to undertake a police check prior to commencing employment. If an employee can produce evidence of a police check that is not more than three months old, they will not be required to undertake another check.

NDIS Worker Orientation Module

All AAG staff are required to complete the NDIS Worker Orientation Module ‘Quality, Safety and You’. This will assist workers to better support people with disability and it will help workers understand:

- What the NDIS is and why we need it
- The role of the NDIS Quality and Safeguards Commission
- The worker’s responsibilities under the NDIS Code of Conduct
- The worker’s role in supporting people with disability to achieve the vision of the NDIS.

Probationary Period

The probationary period for staff employed by AAG is six months. During this time, AAG or the employee can terminate employment for any reason. The purpose of this probationary period is for both parties to decide whether the employee is suitable for the position and/or the organisation.

Equal Opportunity

AAG is committed to providing an environment that is free of discrimination. All staff are entitled to access employment, promotion, training, transfers, and benefits based on merit and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitude.

Inclusion

Access Australia Group is committed to equitable treatment and the elimination of discrimination through mutual respect. AAG is an inclusive and culturally diverse workplace who treat all with dignity and fairness by empowering access to opportunity, addressing structural inequalities and tackling unconscious bias.

Key Selection Criteria

Essential

1. Certificate III in Business Administration or extensive experience in frontline reception and/or a busy office environment.
2. Proficiency with Microsoft Office with particular emphasis on Outlook, Word and Excel.
3. Experience in data entry.
4. Demonstrated level of excellence in customer service and administrative support.
5. Excellent interpersonal and communication skills - verbal and written.
6. Ability to work efficiently and effectively with a high level of attention to detail.
7. Excellent time management and problem-solving skills with a high degree of flexibility.
8. Demonstrated commitment, alignment and role modelling of AAG's values.

Desirable

1. An understanding of customer support networks (Government Agencies, Service Providers, Insurance Companies and/or Carers).
2. Current Driver's Licence

Signatures

Staff Member Name	
Staff Member Signature	
Date	
Chief Executive Officer	
Chief Executive Officer Signature	
Date	