

## POSITION DESCRIPTION

|                                      |   |
|--------------------------------------|---|
| <b>Position Title</b>                | <b>Customer Service Officer</b>                                   |
| <b>Reports to (Title)</b>            | <b>Communications Manager</b>                                     |
| <b>Group Director/ Chief</b>         | <b>Director of Support Services</b>                               |
| <b>Department</b>                    | <b>Communications and Logistics</b>                               |
| <b>Position Location</b>             | <b>Malvern hospital</b>   |
| <b>Award/Agreement</b>               | <b>Cabrini Health and Allied Services Agreement 2016 (G7B1-5)</b> |
| <b>Delegation of Authority Level</b> | <b>NA</b>   |

### Position Summary & Role Purpose

The Customer Service Officer plays an integral role in the delivery of patient and customer service excellence at Cabrini. Located in the call centre, at main reception desk and the north block information booth, the Customer Service Officer performs administrative and communication tasks within the framework of the mission and values of Cabrini.

### Key Result Areas

#### 1. Key Responsibilities, Outcomes and Activities

##### 1.1 Operational Responsibilities

- Welcome patients and the community to the hospital, assisting with general inquiries and giving directions in accordance with Cabrini's way-finding procedure.
- Answer incoming telephone calls, responding to questions within the breadth of the role or redirecting to the relevant area or person, utilising scripts in accordance with department policy.
- Is focused upon maintaining a high standard of customer service delivery in all aspects of the role.
- Timely response to emergency calls, with immediate and accurate transmission of messages via the relevant public address and/or paging system.
- Extract a response from all equipment, including phone handsets and headsets and activate redundancies when required.
- Provide internal and external directory assistance to all callers, ensuring an offer of connection is made.
- Booking of taxis and couriers as required for passengers and parcels following procedures as outlined.
- Welcome and support new team members by assisting with system, operational and/or customer service training, hospital orientation and stakeholder introductions.
- Provide clerical and administration assistance as determined by the Communications Manager, including but not limited to, data entry, filing, sorting, folding and inserting.
- Assist with hospital screening when required, ensuring every person entering the hospital participates in a body temperature check and responds to relevant screening questions, and assessing the results in line with entry requirements.
- Work connectedly with team and the Cabrini community, including patients, visitors, VMO's, volunteers and staff.

## **1.2 Resource Management**

- Adherence to the Cabrini codes of professional conduct, code of ethics, standards of practice and competencies, Mission, Values and Vision, and the Behaviours that Matter.

## **2. Work Health and Safety**

Cabrini is committed to providing facilities and services which minimise the risk of physical and psychosocial harm to our workforce, patients, residents, clients and visitors, so far as is reasonably practicable.

To achieve this, managers are required to implement, in consultation with their employees, the components of Cabrini's work health and safety management systems (the collection of policies, procedures, guidelines, other related documents and resources) to control the hazards that their employees, and any other person exposed to the work they do, may face. The WHS management system enshrines a risk management approach to managing hazards. For any hazards not explicitly covered in the WHS management system, managers are required to assess and control hazards as outlined in the WHS Risk Management Procedure.

Employees are responsible to work in a way that protects their own health and safety and that of others who may be affected by their actions. This includes following the policies and procedures from the WHS management system that apply to their work, any local processes and instructions from their manager regarding how work is to be performed. Employees are responsible to report hazards, incidents and injuries to their manager.

The Cabrini WHS Department facilitate the ongoing development and review of the WHS management system, build the capability of managers to assess and manage wellbeing, hazards, incidents and injuries and provide advice and support in the management of these areas.

The Cabrini Work Health and Safety Responsibilities Procedure defines the responsibilities of employees at all levels of the organisation – Chief Executive; Group Directors; General Managers; Managers; those with specified work health and safety responsibilities; and all other employees. Please refer to the procedure for more details of the responsibilities associated with your role.

## **3. Safety and Quality**

It is the responsibility of all staff at Cabrini to ensure that they provide safe high quality care to our patients, residents and service users. Safe care means accepting individual and shared responsibility as well as compliance with the Cabrini policies and protocols by all staff.

## **4. Child Safety**

Cabrini complies with the Victorian Child Safe Standards, as updated in 2022. All children who come to Cabrini have a right to feel and be safe. Cabrini policies and practices aim to keep children safe from harm. All Cabrini staff must comply with all policies as amended from time to time including the following:

- Child safe organisational framework
- Child safety code of conduct
- Child safety reporting policy and procedure

## Organisational Relationships

- Reports directly to the Communications Manager.
- Maintains a close collaborative working relationship with Customer Service and Communications peers, and clinical leaders at the hospital.

## Staff Development

**The Customer Service Officer will demonstrate a commitment to personal and professional development of self and staff by:**

- Participating in professional development programs
- Maintaining own skills and knowledge
- Remaining up to date with contemporary human resources practices
- Contributing to the Cabrini professional development program as required
- Participating in performance reviews in accordance with Cabrini policy

## Key Competencies

**The Customer Service Officer must demonstrate the following requirements:**

- Professional verbal and interpersonal communicator.
- Has a flair for making exceptional first impressions and engaging with a diverse range of people
- Strong customer service excellence focus.
- Maintains composure when faced with competing priorities and a busy work environment.
- Sound technology skills.
- A demonstrated ability to collaborate with colleagues and managers to achieve organisational goals.
- Ability to maintain confidentiality and discretion when dealing of patients.
- Aligns to the values of compassion, integrity, courage and respect in work and conduct.

### Experience

- Operating directory software including messages, Durapage paging system, call centre software, TTY telephone and public address systems.
- Working in a fast paced, customer service environment.
- General administration.

### Knowledge

- Understanding of the patient experience and ability to apply empathy during patient and related interactions.

## Conditions of Employment

Cabrini Health and Allied Services Agreement 2016 (G7B1-5)

## Cabrini Mission, Values and Behaviours that Matter

### Our mission

#### WHO WE ARE

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

#### WHAT WE BELIEVE

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

#### WHAT WE DO

We provide excellence in all of our services and work to identify and meet unmet need.

## Our values

***Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.***

### Compassion

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

- We care deeply about each and every person we serve
- We respond willingly and positively to help meet the needs of those around us
- We put people first as we look to provide extra support and care, beyond our professional duties
- We promote a sense of belonging and community.

### Integrity

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

- We remain true to our beliefs at all times – our mission and values are non-negotiable
- We are welcoming, hospitable and find comfort and motivation in the context of God's all-inclusive love
- We look for the good in each other and recognise each person's contribution as we work together to provide the best possible experience for our patients, residents and their families
- We are honest and reliable, making decisions that are consistent with our mission and taking responsibility for our own actions.

### Courage

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

- We care for the whole person – spiritually, physically and emotionally – creating an environment of hope and healing
- We rise up to challenges and opportunities, meeting them with an open mind and a positive attitude
- We maintain the courage of our convictions and express our values through our actions
- We continually look beyond our current services to help support and engage with those who are marginalised.

### Respect

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us to use for the benefit of others.

- We uphold the worth and dignity of all people, regardless of gender, race, age, ability and social position and treat them with courtesy, respect, equality and justice
- We respect ourselves, our colleagues and the excellence of the services we deliver
- We identify and respond to emerging healthcare needs in our community
- We manage our resources wisely and actively seek to minimise our impact on the environment.

## Behaviours that matter

***Our values are displayed in the way in which we behave in every interaction – with each other, with our patients and residents, with their families and carers, and with visitors and other customers.***

The behaviours that matter have been identified through consultation with staff. They are the minimum standard expected for all who work at Cabrini (employees, volunteers and accredited staff). They describe the organisational culture that we think is fundamental to our mission to "provide excellence in all of our services".

Unacceptable behaviours have also been identified and described as follows. These behaviours are inconsistent with our values, have a detrimental effect on others and prevent us from achieving our mission and quality goals. If you experience or witness these behaviours, please speak up. If you are unable to address the issue yourself, advise your manager, another senior member of staff or People and Culture.

**We are committed to safety and quality:**

| <b>Behaviours that matter</b>  | <b>Unacceptable behaviours</b>   |
|--|--|
| We put patient/resident safety first                                   | We are careless, impulsive or take unnecessary risks that may cause harm to patients/residents |
| We ask questions to understand the problem                             | We jump to conclusions and look for someone to blame   |
| We admit when we make a mistake and seek a solution                    | We try to cover up or make excuses for mistakes  |
| We look for opportunities to improve our care and services             | We resist or sabotage change   |
| We speak up when we see behaviour that is inconsistent with our values | We encourage or participate in poor behaviour  |

**We are here to provide service:**

| <b>Behaviours that matter</b>                             | <b>Unacceptable behaviours</b>             |
|---|--|
| We greet everyone warmly                                  | We are rude or discourteous                |
| We are always kind and caring                             | We are arrogant or demeaning               |
| We give our full attention to the person speaking to us   | We are distracted, impatient or dismissive |
| We communicate openly, sensitively and in a timely manner | We are dominating, abrupt or sarcastic     |

**We work together to achieve the best outcome:**

| <b>Behaviours that matter</b>                                      | <b>Unacceptable behaviours</b>  |
|--|---|
| We are quick to offer help without waiting to be asked             | We refuse to help even when it is clearly required                    |
| We share information readily to promote the best care and services | We withhold information or are competitive to the detriment of others |
| We do as we say we will  | We are unreliable or inconsistent                                     |
| We encourage and support each other                                | We berate or humiliate others   |
| We give praise for a job well done                                 | We are excessively critical or devalue the contributions of others    |

**We exhibit a positive attitude:**

| <b>Behaviours that matter</b>                  | <b>Unacceptable behaviours</b>                              |
|--|---|
| We approach our day with energy and enthusiasm | We are negative or apathetic                                |
| We look for the best in people                 | We are judgemental and put others down                      |
| We take pride in our personal appearance       | We look dishevelled, dirty or have offensive personal odour |

**We want to build a just and sustainable community:**

| <b>Behaviours that matter</b>                     | <b>Unacceptable behaviours</b>    |
|---|-----------------------------------|
| We treat each other fairly                        | We are hostile or abuse our power |
| We use our resources responsibly                  | We are wasteful or extravagant    |
| We consider the environmental impact of all we do | We are thoughtless or careless    |


**APPROVAL**

*The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and/or organisational changes. Any such changes will be communicated with the appointed person.*

**I certify that this position description is an accurate description of the responsibilities assigned to the role**

Authorised:

  
\_\_\_\_\_  
Director Support Services

  
\_\_\_\_\_  
Date