

POSITION DESCRIPTION

Position Number	1129
Position Title:	Client Services Officer – Alice Springs
Position Type:	Full Time/ Part Time
Positions Level:	SCHADS Level 2
Location:	Alice Springs
Direct Reports:	Nil
Responsible To:	Manager Client Engagement

About Relationships Australia Northern Territory

Relationships Australia - Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection, and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value: <i>Listen with compassion</i>	This means: We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
Work together with respect	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
Celebrate difference and promote fairness	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.
Strive for quality and trust	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.



Position Statement

This position is integral to maintaining Relationships Australia NT's (RA-NT) high standard of service for individuals and families seeking support. By providing an efficient, compassionate, and values-driven first point of contact through the Client Services team, the role ensures every client interaction reflects RA-NT's commitment to respect, compassion, and fairness establishing the foundation for positive outcomes.

As a member of the Client Services team, this position serves as the first point of contact for both new and existing clients by phone and in person ensuring a seamless and supportive experience when engaging with RA-NT services. The role also provides quality administrative support across all areas of the organisation.

In performing this role, you are required to comply with the *Safeguarding Children and Young People Practice and Behaviour Guidelines* and to actively participate in cultural fitness activities.

This is an on-site position.

Key Accountabilities and Deliverables

Client Service Officer

- Utilise excellent communication skills and have a level of sound judgment when dealing with a wide range of clients in a variety of situations.
- Answer, screen and process incoming calls, which can include communicating with clients in a crisis situation.
- Greeting clients upon arrival and provide assistance where required with the completion of appropriate paperwork.
- Provide information to clients on the services RA-NT offers, explaining fee structures and payment options.
- Undertake responsibility of the client appointment system, by liaising with other teams in relation to their availability and movements for client bookings.
- Ensure all information in the appointment system including client data, statistics, and fees is recorded accurately, and promptly inform the Client Services Lead of any discrepancies. Generate regular reports to verify the accuracy and integrity of client appointments.
- Ensure security and confidentiality of information in the reception area including the integrity of computer data, daily worksheets and wait lists.
- Complete duties based around the Front Office Manual and other procedural documents, consulting and updating them as necessary.
- Issue monthly statements to clients, undertake debt recovery actions, and follow up on aged outstanding balances in consultation with Practitioners for guidance on recovery. Generate reports to ensure all invoices and statements are accurate and up to date.
- Provide assistance to staff, when and as required.
- Escalate any client related matters to direct report.
- Work collaboratively with Client Services Officers across both Darwin and Alice Springs offices, providing support between branches as needed.

Administration Support

- Support general facilities management including arranging / contributing to the maintenance of fleet, assets, and buildings as directed and indicated in the manual.
- Complete duties based around the Facilities Manual and other procedural documents, reviewing and updating them as necessary.

- Provide support to RA-NT staff organising community engagement events
- Organise or assist with special functions held within the organisation, including staff and board members, or external providers.
- Ensure that stationery and kitchen supplies are stocked adequately and maintained.
- Organise and co-ordinate staff remote travel.
- Undertake postage, external mail collection and distribution, banking and maintenance of petty cash and float systems.
- Contribute effectively to a multi-disciplinary team environment and undertake other duties as required and directed by Manager, Directors and CEO

Qualifications and Experience

Essential

- Ability to work in a challenging environment and positively contribute to a small team.
- Excellent organisational skills, particularly in prioritising workloads and managing competing deadlines.
- The ability to respond sensitively and appropriately to people that may be in distress.
- Proven experience in operating at a high level within the Microsoft Office suite to develop various tools and documents that are fit for purpose.
- Proven experience in the delivery of high-quality administrative services.
- Demonstrated experience in developing internal and external customer or client-based relationships.
- Proven ability to exercise a high level of initiative, and flexibility.

Desirable

- Qualification or certification relevant to the role.

Requirements

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- Current NT Driver's License

Acknowledgement

I have read, understood, and accept the position as documented in this position description.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Employee Name (Please Print):

Date:

Reviewed by:	Human Resources	March 2025
Review due by:	Human Resources	January 2026
Approved by:	Chief Executive Officer	January 2025