

## POSITION DESCRIPTION

<b>Position Number</b>	1009
<b>Position Title:</b>	Client Services Officer
<b>Position Type:</b>	Full Time/ Part Time - Permanent
<b>Positions Level:</b>	SCHADS Level 2
<b>Location:</b>	Darwin
<b>Direct Reports:</b>	Nil
<b>Responsible To:</b>	Director of Corporate Services

### 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:

<b>Value:</b> <i>Listen with compassion</i>	<b>This means:</b> 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.
<i>Work together with respect</i>	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.
<i>Celebrate difference and promote fairness</i>	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.
<i>Strive for quality and trust</i>	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

The position of Client Services Officer provides an efficient telephone/receptionist service to clients and staff of Relationships Australia Northern Territory (RA-NT). This is a key position and is instrumental in delivering high standards to RA-NT's clients and internal stakeholders. The position involves providing a high degree of administrative support throughout the organisation.

In the performance of this role, you are required to comply with the Safeguarding Children and Young People Practice and Behaviour Guidelines and to participate in cultural fitness activities. This is an on-site position.

## Key Accountabilities and Deliverables

- Utilise excellent communication skills and a high level of judgment when dealing with a wide range of clients in a variety of situations.
- Answer, screen and process all incoming calls, which can include communicating with clients in a crisis situation. Provide advice to clients on the services RA-NT offers, explaining fee structures and payment options.
- Manage the client appointment system, by liaising with other teams in relation to their availability and movements.
- Responsible for checking appointment system information is recorded accurately: data, statistics and client fees.
- Ensure security and confidentiality of information in the reception area including integrity of computer data, daily worksheets and wait lists.
- Greet clients upon arrival and provide assistance if required with the completion of appropriate paperwork.
- Complete duties based around the Front Office Manual and other procedural documents, consulting and updating them as necessary.
- Issue statements on a monthly basis to debtors, undertake debt recovery action, and follow up aged outstanding client debts with clinical staff for direction on recovery action.
- Use various applications of Microsoft Office to create meeting minutes, letters and spreadsheets.
- Organise or assist with special functions held within the organisation for staff/board members.
- Provide assistance to the manager and other staff, when and as required.

## 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.
- A confident and outgoing approach with excellent communications ability and telephone manner.
- The ability to respond sensitively and appropriately to distressed callers.
- A high level of initiative, flexibility and time management skills.
- Advanced Microsoft Office skills.
- NT Driver's Licence

### Desirable

- Understanding of trauma-informed and client-centred service delivery. Experience working with culturally diverse communities, including Aboriginal and Torres Strait Islander peoples.
- Qualifications in administration, business support, or a related field.
- First Aid Certificate

### 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.

### 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

