

Position Description

Job Title: Client Services Officer

Reporting to: Manager Advocate, New South Wales

Location: Sydney

Status: 35 hours per week. Fixed Term until 30 June 2025.

Award Classification: Level 4 - Social, Community, Home Care & Disability Services Award 2010

Direct Reports: Nil

Purpose of the position

PWDA provides a disability information, intake and referral service that facilitates links between people with disability and appropriate services by providing face to face, telephone and web-based intake, information and referrals.

PWDA's service is also open to the wider community to assist with queries about disability issues or concerns.

The Client Services Officer assists walk-ins, answers incoming phone calls, respond to online information requests. They engage with people with disability, their families, and others who contact PWDA (including those seeking to contact PWDA staff), providing them with information and where appropriate, with referrals (including assisted referrals) to relevant agencies or through intake to the PWDA Individual Advocacy Services.

Officers work within the Individual Advocacy Team and with management to apply a continuous improvement approach that ensures that clients are responded to as quickly as possible and in the most effective manner, based on the client's access requirements.

Responsibilities & Accountabilities

Key Responsibility Area 1 – Enquiries

- Answer incoming phone calls to PWDA in a timely manner, respond to queries, identify callers' needs and determine appropriate course of action (including transferring calls to appropriate PWDA staff as required).
- Communicate sensitively and effectively with all callers including those who are distressed and/or are needing communication support.
- Record and relay messages to other staff members in a clear and accurate manner when required.

Key Responsibility Area 2 – Referral in, referral out

- With client consent, obtain contact and other details to meet our mandatory reporting requirements.
- Record this information in a consistent, professional manner in our client management system (CMS).
- Using a strengths-based approach, determine the client's existing and potential supports, including identifying and promoting their capacity for self-advocacy.
- Advise clients of referral out options and where necessary, facilitate assisted referrals to relevant agencies.
- Prepare client cases for allocation to relevant PWDA Program Managers.
- Respond promptly, sensitively, and empathically to urgent client matters that may arise, including where violence is a key consideration, including by referring urgent matters to Program Managers.
- Apply a continuous improvement approach to ensure clients are responded to as quickly as possible and in the most effective manner to align with client needs.
- Identify and escalate urgent matters to manager as required.

At all times, work within a supported decision-making framework that champions people with disability having choice and control over our own lives.

Key Responsibility Area 3 – Information Requests

- Provide responses to phone and online requests by people with disability, their families, and others, for information about disability issues or concerns.
- Refer to the Disability Gateway as appropriate.
- Undertake web-based research to ensure the quality and currency of information given to people contacting PWDA.
- Record details of information requests in the CMS and maintain other records, as required by PWDA, and to a consistently high standard.
- Identify and escalate urgent matters to manager as required.

Key Responsibility Area 4 – Information Requests

- Undertake activities to promote PWDA Individual Advocacy Services to people with disability and community stakeholders as directed.
- Contribute to systemic advocacy initiatives by participating in specific projects as directed.

Key Responsibility Area 5 – Teamwork and Organisational Participation

- Take action and actively promote the Vision and Principles of PWDA to staff and external stakeholders at all times.
- Play a role in showcasing skills, expertise, knowledge, and capacity of people with disability and our representative organisations.
- Act with integrity and role model key organisational values and behaviours.
- Understand WH&S obligations and contribute to workplace health and safety.
- Remain current with, and adhere to, all relevant PWDA policies and procedures.
- Work collaboratively within and across teams, working as one in the pursuit of organisational goals.
- Look for opportunities to help and support others. Proactively share knowledge and ideas within teams and across the organisation.
- Interact with others in a sensitive, respectful, and effective way.
- Contribute to culture of continuous quality improvement and its integration within organisational processes.

- Contribute to a culture of proactive positive feedback across the organisation.
- Participate in organisational activities such as staff meetings, team meetings, planning meetings and organisational development activities such as strategic planning and policy development.
- Participate in relevant professional development activities including training.
- Represent the organisation at sector meetings as required, at appropriate functions and events, and act as a membership ambassador.
- Undertake other duties as directed and required by the organisation within the scope of this role.

Key Selection Criteria

Essential	Desirable
Experience working with clients in distress	Direct or lived experience with disability.
Advanced problem-solving skills (this role will face barriers, be presented with challenges, so we need someone who can work successfully through them)	Previous experience in the community services sector or government sector
Ability to work independently and as part of a team	Degree in social sciences or related discipline
Understanding and commitment to the rights and interests of people with disability	
Excellent interpersonal and communication skills, with the ability to liaise with a wide range of people such as clients, their families, associates, services providers, and government departments	
Well-developed negotiation skills, with the ability to remain tenacious	
Strong documentation skills, including managing information and record-keeping	
Demonstrated ability to work across a range of information management systems and databases as well as adapt to new systems	
Demonstrated capacity to manage time frames and competing priorities	
Computer and website literacy	
Cultural competency	

Competencies

Building Trust

Interacting with others in a way that gives them confidence in one's intentions and those of the organisation.

Key behaviours and actions to look for:

- *Operates with integrity.*
- *Discloses own positions.*
- *Remains open to ideas.*
- *Supports others.*

Persuasiveness

Uses appropriate interpersonal styles and communication methods to gain acceptance of a particular view or idea from a range of audiences.

Key behaviours and actions to look for:

- *Questions and probes.*
- *Establishes strategy.*
- *Builds rapport.*
- *Demonstrates capability.*
- *Gains commitment.*

Initiating Action

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

Key behaviours and actions to look for:

- *Responds quickly.*
- *Takes independent action.*
- *Goes above and beyond.*

Gaining Commitment

Using appropriate interpersonal styles and techniques to gain acceptance of ideas or plans; modifying one's own behaviour to accommodate tasks, situations, and individuals involved.

Key behaviours and actions to look for:

- *Opens discussions effectively.*
- *Clarifies the current situation.*
- *Develops others' and own ideas.*
- *Facilitates agreement.*
- *Closes discussions with clear summaries.*

Communication

Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

Key behaviours and actions to look for:

- *Organises the communication.*
- *Maintains audience attention.*
- *Adjust to the audience.*
- *Ensures understanding.*
- *Uses volume and pace appropriate to the media being used.*
- *Comprehends communication from others.*

Decision Making

Identifying and understanding issues, problems, and opportunities; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

Key behaviours and actions to look for:

- *Identifies issues problems and opportunities.*
- *Gathers and interprets information.*
- *Generates alternatives.*
- *Chooses appropriate action.*
- *Commits to action.*
- *Involves others.*

Other Job Requirements

Note: the following checks are mandatory and must be provided by the successful candidate before a letter of offer can be made.

Working with Children Check

- PWDA is a registered employer under the Child Protection (Working with Children) Act, 2012. The successful applicant must be approved under the Working with Children Check prior to taking up appointment.

National Police Record

- PWDA receives funding from multiple Government Agencies who require staff to be checked. The successful applicant must satisfy these requirements prior to taking up appointment.

Australian Government Covid 19 Vaccination Certificate and adherence to the PWDA Covid Vaccination Policy.

Six-month probationary period.

PWDA is a proud employer of people with disability, and people with disability are strongly encouraged to apply for these positions. We are an EEO employer, and we embrace the diversity of our people, such as diversity in disability, race, cultural background, ethnicity, age, gender identity, sexual orientation, or intersex status.