

# Job Description



## OUR ORGANISATION

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Skylight Mental Health (Skylight) is a community based, not for profit organisation, which provides a range of education, support, rehabilitation and recovery based services and programs for people with mental illness, their carers (family and friends) and the community. Skylight programs are delivered utilising “lived experience” of people with mental illness and carers, and according to a psychosocial rehabilitation model and recovery philosophy and practice.

Skylight’s objectives include promoting greater community knowledge, awareness, support and understanding of the effects of mental illness on individuals and their carers. These objectives are pursued through research, illness management, support, reducing stigma and advancing the rights of people with a mental illness and their carers. Skylight is a member organisation of MIFA (Mental Illness Fellowship Australia, [www.mifa.org.au](http://www.mifa.org.au)), a national body with branches across states and territories in Australia. For more information about Skylight services and programs go to [www.skylight.org.au](http://www.skylight.org.au)

## OUR VISION, MISSION and VALUES

**OUR VISION** is a South Australian community which understands mental illness and responds with confidence, respect and hope.

**OUR MISSION** is to increase opportunities to achieve good mental health, to promote acceptance of mental illness in the community and provide quality services for people with mental illness, their family and friends.

**OUR VALUES:** Show Respect, Foster Team, Create Quality, and Embrace Opportunity.

## KEY PERFORMANCE AREAS

*All Skylight employees are required to meet at least the minimum level of satisfactory performance in the following areas within the context and performance of their positions:*

<b>Organisation:</b>	Skylight and our strategic goals, including positive culture, policies, procedures and legislative requirements
<b>Program/Work Area:</b>	Program/Work Area tasks & responsibilities
<b>Individual:</b>	Individual performance areas
<b>Supervisor:</b>	Working relationship with your direct supervisor

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## POSITION SUMMARY

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<b>TITLE:</b>	Customer Relations Officer
<b>PROGRAM/WORK AREA:</b>	Skylight Service Delivery
<b>AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010, SACS Level 2

Skylight currently works with over 200 employees and 50 volunteers across a range of sites and programs in South Australia in the delivery of our strategic business goal. The Bookings and Scheduling Officer will be an integral part of the Service Delivery team working closely with other Service Delivery teams.

Under the direction of the Team Leader, the Customer Relations Officer will be responsible for being the first point of contact for customers. Working in a diverse and dynamic environment you will ensure a high quality of service delivery at all times providing information and support to Skylight participants and carers and staff.

## SPECIAL CONDITIONS

The position may require flexible work hours. Flexible work hours are subject to the needs of the program, as negotiated with the Team Leader or Coordinator – Service Delivery with time off in lieu provided by mutual agreement where additional hours are worked, to maintain an average of allocated hours per week.

DHS Working with Children check and Disability clearance are required prior to appointment. You must hold a Permanent Resident Visa or be an Australian Citizen to apply for this position.

The Customer Relations Officer may be required to use their own registered, insured (at a minimum Third Party Property Damage Insurance) and fully maintained motor vehicle and will be compensated for mileage at the Award rate for driving required for work purposes.

# Job Description



## DUTIES

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- Reception
  - Provide reception services to Skylight Mental Health to ensure high quality service delivery, including receiving and responding to inbound calls, greeting visitors and current employees in a friendly and professional manner
  - Provide administration services to Skylight Wayville, including distribution of incoming and outgoing mail
  - Maintain appropriate records, procedures and guidelines relating to reception and administration areas to ensure ongoing quality management.
  
- Bookings
  - Answer phones and respond to client booking requests.
  - Provide welcoming and informative customer service to all callers and clients.
  - Book new client appointments.
  - Confirm, cancel and reschedule existing appointments.
  - Use the CRM and workforce management scheduling software application to gauge worker availability.
  
- Scheduling
  - Schedule new client appointments, and reschedule or cancel client appointments using the scheduling application.
  - Match suitable resources to client support needs, under the direction of the Team Leader.
  - Support the Team Leader to implement the effective utilisation and availability of all client staff via scheduling software.
  - Prepare daily, weekly and monthly reports for leadership and management.
  
- Teamwork
  - Contribute to maintaining an effective cross-functional team environment and organisational culture.
  - Assist with the development and review of procedures, goals, objectives and outcomes for reception and administration services.
  - Attend and participate in meetings, reviews and working groups, as required, whilst seeking guidance and feedback from others.

# Job Description



## **SELECTION CRITERIA**

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### **Skills, Knowledge and Experience**

#### **Essential**

- Demonstrated ability and experience in reception and administration work. A Cert II in Business Administration or similar qualification and/or experience in reception and administration support services with a community or health organisation will be well-regarded.
- Demonstrated knowledge of customer service principles and proven ability in providing excellent customer service
- Experience in providing scheduling and rostering support for a mobile workforce highly desirable.
- Strong time management and organisational skills with the ability to juggle multiple tasks.
- Highly developed interpersonal and communication skills, both verbal and written
- Proven ability to work under pressure and the ability to remain calm and professional always.
- Demonstrated teamwork skills including the ability to build and maintain good working relationships with team members.
- Proven ability to take initiative, problem solve and work autonomously when required.
- Demonstrated ability to embrace change and strive for continuous improvement.

#### **Desirable**

- Knowledge of scheduling and workforce management systems for mobile is highly desirable
- Knowledge of the National Disability Insurance Scheme (NDIS)
- Working knowledge of CRM systems, ideally Salesforce.
- Working knowledge of Microsoft Office 365 and cloud-based applications.
- Sound understanding of organisational operations and workplace policies and practices e.g. Equal Opportunity and WHS.