

Role Profile

About us

For over 45 years, Intereach has been working throughout the Riverina Murray region of NSW and northern Victoria to strengthen and support communities and to improve the social and personal wellbeing of children, families, older people, carers and people with a disability.

Intereach is a leader amongst community organisations. Today, we span 38 local government areas and have more than 400 staff who deliver more than 30 programs.

At Intereach, we are committed to developing community infrastructure and supporting rural and regional communities. Our Vision of Strong Supported Communities is what drives us daily to ensure our local communities are at the heart of everything we do.

Our Purpose

- Strengthen and improve social and personal wellbeing for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and
- Deliver services locally that are of quality and have value.

Our Values

- **LEADERSHIP** - We use our social influence to motivate others to reach their full potential.
- **PARTNERSHIPS** - We work collectively with others toward a common goal of positive social and cultural change.
- **SOCIAL JUSTICE** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

Position Details

Position Title:	Community Linker – Customer Support Officer
Department:	Community Links
Function:	Corporate Services
Award:	Social Community Home Care & Disability Services 2010 (Level 3)
Reports to:	Program Manager - Community Links Customer Support
Direct reports:	N/A
Purpose of the Position:	The role involves acting as the first point of contact with the organisation for a wide range of individuals, service providers and community groups. Providing exceptional customer support while triaging enquiries through to relevant program intake teams and supporting day to day office administration functions.

Key Responsibilities

(the following is not exhaustive and may include others as directed from time to time)

Operations	<ul style="list-style-type: none"> • Contribute to all aspects of operations for portfolio of responsibility in line with Program priorities • Delivery of the program in line with the Intereach strategic plan • Foster a strength based and person-centred approach across the organisation • Ensure accuracy of data entry • Receive customer service enquiries to the organisation (phone, online or in person) in a professional, efficient, inclusive and confidential manner • Collect, process and bank fees and petty cash transactions • Support office administration such as raising purchase orders, room bookings, fleet bookings, ordering stationery, photocopying, scanning, filing and archiving • Assist in the collection of information and data to compile reports and evaluation of service delivery outcomes through client surveys and feedback procedures • Support the day to day administrative functions of the office • Provide general office reception duties including receiving and responding to customer service enquiries by phone and in person in a welcoming, supportive, professional and confidential manner and recording in an appropriate and secure manner • Provide effective and professional customer service in all duties when working with internal and external stakeholders and people, including people who are vulnerable and experience a range of complexities • Assist in scheduling meetings to support the administration team meet contract requirements as required
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Maintain a thorough understanding of and abide by Intereach Code of Conduct, frameworks and policies • Contribute towards policy development, implementation and compliance • Keep up-to-date and adhere to government legislation and industry standards, in relevant areas of responsibility • Identify and share feedback relating to improvements to operational processes and procedures to enhance program functions • Implement and monitor quality improvement and risk • Maintain confidentiality
People and Culture	<ul style="list-style-type: none"> • Support staff and/or students to perform their role well • Maintaining a positive organisational culture by demonstrating and promoting the qualities and behaviours of the Intereach Fundamentals

	<ul style="list-style-type: none"> • Contributing to a culture that ensures a safe working environment and promotes health and well being • Demonstrate Intereach fundamentals within own behaviour and embed across all aspects of the organisation
Financial	<ul style="list-style-type: none"> • Ensure all expenditure is consistent with delegations
Work, Health and Safety	<ul style="list-style-type: none"> • Responsibility to identify and mitigate organisational risk • Understand and comply with WH&S policies and procedures and legislative requirements • Contribute to the development, implementation and evaluation of risk management plans for relevant program

The Position Holder Specifications

The below information outlines the key behaviours, skills, experience and mandatory requirements required to successfully undertake the role.

Intereach Fundamentals

The Intereach Fundamentals is a framework of behavioural qualities, which when observed and demonstrated, define a level of competency in working behaviour. Within each of the qualities, the *behaviour observations* and *behaviour indicators* have been broadly defined at two different levels;

- Level 1 - The Individual Contributor; and
- Level 2 - The Manager

(refer to intranet for full framework and for further information on how the fundamentals work for Individual contributor and The Manager)

Fundamental Level for this position:	Level 1
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Qualities

Acting with Integrity	At Intereach we demonstrate integrity through personal and professional behaviour, which is person centred, open, honest and ethical, including being willing to act when these standards are compromised
Being Professional	At Intereach we demonstrate professional behaviour by taking responsibility for our own performance, at the same time considering the needs and priorities of others
Respect for Diversity	At Intereach we adopt a human rights approach and value an inclusive culture that respects diversity, people's difference and life experience
Intereach First	At Intereach we value collaboration and sharing information within and across programs and teams, to enhance our ability to engage with and understand our community, and to ensure we deliver better-quality services
Communicating Successfully	At Intereach, we communicate effectively using a strength-based approach to ensure we convey and share information and ideas with others, including clarifying our understanding and taking into consideration different viewpoints
Knowledge Sharing and Learning	At Intereach we develop skills, knowledge and practice by keeping abreast of changes within specific fields of focus and promote a knowledge of sharing and continuous learning culture

Selection Criteria

Essential	<ul style="list-style-type: none"> • Experience in providing exceptional customer service • Demonstrated ability to communicate and work effectively with a diverse range of people from various cultural and socio-economic backgrounds and of varying abilities • Ability to effectively engage, assess, support and appropriately refer individuals to relevant services • Capacity to build and maintain strong working relationships with key stakeholders, to build and participate in effective
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	<p>partnerships for the benefit of community, individuals, programs and organisation</p> <ul style="list-style-type: none"> • Experience working in the community or human services field or similar with strong coordination skills • Well-developed oral, written and interpersonal communication skills • Well-developed organisational and time management skills • Computer literacy: Intermediate skills in Microsoft Office • Knowledge and understanding of an extensive range of local and regional organisations and programs that support community and individual well-being
Desirable	<ul style="list-style-type: none"> • Experience working with people from Indigenous and Culturally and Linguistically Diverse backgrounds • Relevant tertiary qualifications (or working towards) and/or relevant experience in a community support/development role
Mandatory Requirements and Checks	
Essential	<ul style="list-style-type: none"> • Current driver's licence • Current Criminal Record Check (< than 6 months old) or willingness to undergo check

Acknowledgement of receipt and understanding of the Role Profile

Name	
Signature	
Date	