

Position Description

Position Title:	Engagement Service Centre Representative
Program:	Engagement
Location:	Geelong. Travel to other locations will be required.
Reports To:	Team Leader, Engagement Service Centre
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 3</i>

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria (CCV) is a leading and influential provider of charitable and social services in Victoria. The Mission of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our Mission for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria. One of our primary areas of investment in addressing homelessness is through our subsidiary CatholicCare Victoria Housing (CCVH) and in partnership with Government we are constructing new homes across Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.
Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.

About the Engagement Program

There are several corporate services functions for CatholicCare Victoria within the Engagement program. Our aim is to provide support to the everyday running and efficiency of CatholicCare Victoria.

The Engagement program delivers best-practice marketing, fundraising and engagement strategies that promote the CatholicCare Victoria brand, deepen supporter relationships, inspire philanthropic giving, and contribute to social change.

Position Summary

The Engagement Service Centre Representative delivers an exceptional client experience within CatholicCare Victoria's Service Centre. This role requires the ability to ensure that all client interactions are handled with a high level of professionalism, empathy, and efficiency.

The Engagement Service Centre Representative shall receive inbound client calls and provide accurate information about Catholic Care Victoria services and programs. There will be an aim for FCR (First Call Resolution) wherever possible to efficiently address client needs and reduce unnecessary call backs.

The Engagement Service Centre Representative will create a positive first impression with new clients through clear and engaging communication, setting the foundation for a trusted relationship with CatholicCare Victoria from the outset.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Centre Duties	<ul style="list-style-type: none"> • Answer all incoming calls in a timely and professional manner and manage enquiries whenever possible. • Efficiently and accurately capture relevant client information in Catholic Care Victoria systems. • Provide accurate information about Catholic Care Victoria services and programs. • Direct client enquiries to the appropriate person or program within Catholic Care Victoria. • Aim for FCR (First Call Resolution) wherever possible to efficiently address client needs and reduce unnecessary call backs. • Manage AHT (Average Handle Time) and ACW (After Call Work) to meet productivity targets and minimise unnecessary client wait times. • Meet or exceed daily/weekly/monthly call handling targets.

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	<ul style="list-style-type: none"> • Contribute to the attainment of required GOS (Grade of Service) for the Contact Centre. • Maintain confidentiality and privacy of client information in accordance with organisational policies and regulatory requirements. • To effectively manage financial forms and transactions with regards to fees, issue receipts, manage accounts payable, purchase orders and credit card payment requests.
Service Quality	<ul style="list-style-type: none"> • Engage in supervision with line manager and participate accordingly. • Maintain a high level of professional standards. • Maintain a continual learning culture and participate where possible in gaining and sharing advanced skills. • Engage in cross-training and seek skill expansion opportunities to increase team flexibility and support. • Maintain a thorough understanding and proficiency in all systems and technologies utilised in the Service Centre. • Contribute to team and organisational meetings with feedback and suggestions for enhancing client satisfaction and operational efficiency. • Share knowledge and practices with peers to foster a culture of continuous improvement. • Contribute to team and organisational meetings with feedback and suggestions for enhancing client satisfaction and operational efficiency.
Resource Coordination	<ul style="list-style-type: none"> • Verify clients up to date contact details, during phone calls as appropriate. • Assist with cancellation of client appointments on request from staff.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general guidance of the Team Leader, Engagement Service Centre

Position/s Reporting to Receptionist/Administration Officer:

Not applicable.

Authority:

The position works within standards and procedures.

The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

Works under direction from the Team Leader, Engagement Service Centre and works cooperatively with all employees. Develop a working relationship with all components of CatholicCare Victoria's management and staffing structure.

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External Relationships:

A range of stakeholder contacts across the range of CatholicCare Victoria's program portfolios, including collaborating services.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

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Key Requirements

Qualifications and/or Training

1. Relevant qualification, preferable within Business or Administration is desirable, but not essential.

Knowledge, Skills and Attributes

2. Demonstrated experience in a busy inbound contact center or administration role.
3. Demonstrated experience working with a CRM.
4. Excellent interpersonal, verbal and written communication skills.
5. An ability to meet or exceed daily/weekly/monthly targets.
6. Well-developed priority and time management skills, and ability to multi-task.
7. Demonstrated experience and confidence dealing with clients and other stakeholders.
8. Demonstrated ability to work as an effective team member and to also work autonomously.
9. Intermediate to advanced skills in Microsoft Office suite and windows operating environment.

Child Safety

10. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

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Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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