



Job Application Package

Client Support Officer

Operations Roe Street Clinic

Permanent, Part-time (22.5 hours per week)

Thank you for your interest in this position.

If you require further information about the position please contact Tracey Rose, (**Team Leader**) on 08 9227 6177.

For more information about SHQ (Sexual Health Quarters) visit our website at www.shq.org.au.

This job pack contains the following information:

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1. About the Team and the Clinic

SHQ is looking for a Client Support Officer to join our friendly team. We require an individual who has excellent interpersonal and communication skills, and a willingness and ability to work flexibly.

SHQ provides clinical services to both men and women. Referrals are not required and our services include;

- Discussing and presenting contraceptive options.
- Sexually Transmissible Infections (STI) Testing.
- Pap smears.

2. Job Details

Employment Status: Permanent, Part-time
Hours: 22.5 hours/week
Position: Client Support Officer (CSO)

SHQ (Sexual Health Quarters) has an exciting opportunity for a CSO to join our friendly, professional and passionate Clinic team located on Roe Street, Northbridge.

As a CSO you will provide skilled reception and administrative support to our clients and Roe Street Team.

3. Benefits

Below are some of the benefits that we offer our employees at SHQ:

- Vibrant, casual and friendly working environment
- Permanent Part-time hours
- Centrally located within the CBD
- 17.5% Annual Leave Loading
- Salary Packaging (up to the value of \$15,899/FBT year)
- Employee Assistance Program
- SHQ Internal Holidays

4. Application Information

You are encouraged to talk with us about the positions and your application before you apply. Contact Tracey Rose, (**Team Leader**) on 08 9227 6177.

Submitting your application

Your completed application should include:

- A **resume** outlining:
 - Work experience, including key activities and achievements.
 - Names and contact details of two recent referees who are able to comment on your work performance.
- A **cover letter** (introducing us to you and outlining your relevant experience – no more than a page)
- A **copy** of your;
 - National Police Clearance.
 - Current certificate of immunisation and or evidence of immunity for (Hepatitis B, Influenza, Pertussis, Measles Mumps and Rubella, Varicella) or willing to arrange treatment within two weeks of commencement.

Applications can be submitted via Seek, or by email.

Email: jobs@shq.org.au

Important Information

We urge interested people to contact us as soon as possible. **Closing date for applications is Midday, Monday 13th February 2017.**

SHQ is the leading provider of sexual and reproductive health services in Western Australia. We are an independent, non-profit organisation with over 40 years' experience in sexual and reproductive health. Our Vision is Sexual health and wellbeing for all Western Australians.

5. Position Description

Position	Client Support Officer
Employment Status	Permanent, Part-time
Reports To	Team Leader
Hours	22.5 hours/week

Position Purpose

The Client Support Officer assist managers and staff, providing organisational and administrative support, enabling SHQ to provide high quality service to clients. The role aims to enhance the reputation of SHQ by ensuring that any person contacting us is responded to in a professional and helpful manner ensuring their needs are met. Confidentiality and professionalism are essential to the role.

Key Responsibilities

Critical Objectives

- Provide timely, efficient & friendly client assistance at reception, obtain necessary details from new clients- and handle documents respecting client privacy
 - Manage the flow of visitors to SHQ, and in conjunction with team members provide assistance and interventions, resolving problems wherever possible.
 - Greet all clients their families and other visitors to SHQ in a friendly and confident manner.
 - Responsible for answering and transferring telephone calls appropriately, responsible for the timely and accurate taking and delivery of messages.
 - Responsible for scheduling and confirming appointments accurately and booking translators when required.
 - Ensure payments, receipts and invoices are processed accurately and efficiently.
 - Ensure the preparation and balancing of daily banking and float are carried out/executed meticulously and accurately.
 - Provide assistance with general administration and clerical duties which will include data entry, scanning and filing documents and maintaining data collection systems.
 - Attend to routine cleaning and stocking requirements in clinic rooms, reviewing and ordering stock when required.
 - Maintain a healthy and safe work environment as per code of practice.
 - Comply with SHQ's policies, procedures and code of ethics.
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- Other duties as required from time to time that are within scope.

6. Selection Criteria

Selection Criteria

Desirable Qualifications

- CERT IV in Business Administration

Essential Skills, Knowledge, Abilities and Experience

- Highly developed interpersonal and communication skills
- Ability to interact with a broad range of people
- Ability to be flexible and adapt to changing priorities
- Excellent planning and organisational skills with ability to multitask
- Demonstrate attention to detail and strong commitment to quality
- Ability to be an effective team member and work collaboratively with others
- Excellent customer service and communication skills in order to interact effectively, tactfully, confidently and courteously with the public and other employees
- Awareness of own personal values, attitudes and beliefs and how they impact on communication with clients
- Ability to deal with personal and sensitive subject matter and maintain confidentiality
- Demonstrated abilities in dealing with difficult people in a complex environment
- Ability to prioritise a busy workload
- High initiative and motivation
- Excellent telephone manner
- High level of computer literacy
- Commitment to the philosophy and objectives which guide the work of SHQ

Desirable Skills, Knowledge, Abilities and Experience

- Previous experience in a medical reception or similar administrative position
- Knowledge of medical services offered at SHQ
- An understanding of medical terminology, medical and allied health professional organisations and relevant stakeholders

Clearances:

- A National Police Clearance is a requirement for this position.
- Current certificate of immunisation and or evidence of immunity for (Hepatitis B, Influenza, Pertussis, Measles Mumps and Rubella, Varicella)

NB: A criminal or other record does not automatically preclude an applicant from employment.

Approval

Name	Signature	Date
Staff Member		
Director	Max Taylor	30 January 2017
