carpentaria

Carpentaria Disability Services Ltd
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Carpentaria is a registered NDIS service provider

POSITION DESCRIPTION

CUSTOMER SERVICE OFFICER, THERAPY SERVICES

Level	SCHADS Level 2
Employment Type	Full-time – fixed term 12-month contract
Reports to	Senior Manager, Therapy Services

Purpose of the Position

This position provides essential customer service and administration support to ensure the efficient and effective operation of the Therapy Services team. The role includes working with Allied Health Professionals and across Carpentaria Programs to support the onboarding, scheduling, and delivery of high-quality person-centred supports and services by Carpentaria.

Tasks and Responsibilities

- Provide strong customer service to clients, families, and stakeholders (internal and external) accessing services through Carpentaria services and programs
- Maintain a high level of customer engagement through responding to enquiries and client feedback, and facilitating efficient client on-boarding into Carpentaria programs
- Provide support and information to potential clients, their families and/or representatives which promote choice and facilitates access to therapy services.
- Support and coordinate the client intake process, including maintaining an intake register, initial needs identification, and data input of all referrals into client management system following data entry procedures
- Ensure accuracy in data collection and data entry, to enable the creation of analytical reports that contribute to operations and improvements across Carpentaria Therapy Services
- Provide logistical and administrative support for the delivery of allied health therapy services, including scheduling of appointments and preparing and arranging resources
- Support with file management, stock control, ordering and maintaining office supplies/equipment
- Manage the quality of NDIS documentation of Carpentaria to support the quality unit in line with NDIS compliance requirements
- Undertake delegated work activities in a cooperative and supportive manner as an active member of a diverse work team

Essential Criteria

- Experience in a customer service administrative role, with broad knowledge of general administrative processes
- High level organisational skills with the ability to prioritise and effectively manage workload while maintaining high levels of accuracy and attention to detail
- High level interpersonal skills, with excellent written and verbal communication skills
- Sound computer literacy skills, including the effective use of various applications such as email, databases and spreadsheets and ability to learn new systems
- Ability to work in a team setting and independently as required
- Current Ochre Card, Criminal History Check and NDIS Worker Screening Clearance

Preferred Criteria

- Experience in the disability sector with knowledge and understanding of the National Disability Insurance Scheme (NDIS)
- Knowledge and experience working with allied health or medical services

Values and Behaviours Required
Embody Carpentaria's Values and Principles of Good Practice through a human rights-based approach. Self-direction

Authorised by the CEO: _____ Date: 21/02/2024