



Job Description Form

Customer Liaison Officer

Position Details

Position Number:	Generic
Classification:	Level 2
Award / Agreement:	PSA 1992 / PSGOCSAGA 2017
Organisational Unit:	Service Delivery Regional & Remote Communities / Service Delivery Metropolitan Communities
Location:	Various
Classification Evaluation Date:	
JDF Review Date:	September 2012

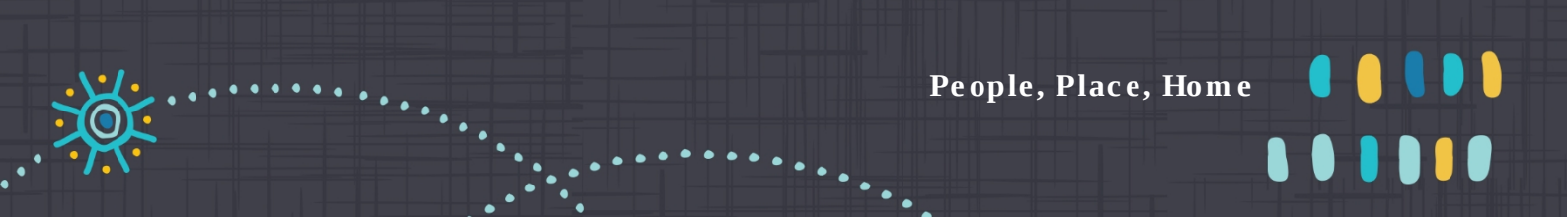
Reporting Relationships

This position reports to:

Business Manager, Level 5

Positions Under Direct Supervision:

This position has no subordinates.



About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department's functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

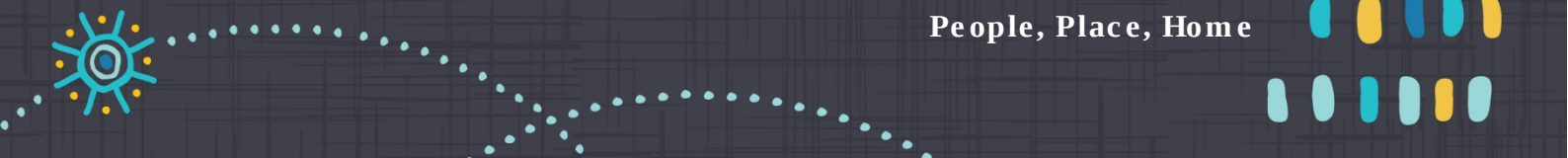
The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

Role Statement

The **Customer Liaison Officer** is the first point of contact for members of the community accessing Department of Communities, Child Protection and Family Support (the Department) and is responsible for:

- Providing information to customers about departmental services and accessibility.
- Assisting and directing members of the community to appropriate services.
- Promoting the Department's role and services.
- Assisting the Business Support Team to provide a quality customer service to internal and external customers.



Duties and Responsibilities

1. Service Delivery

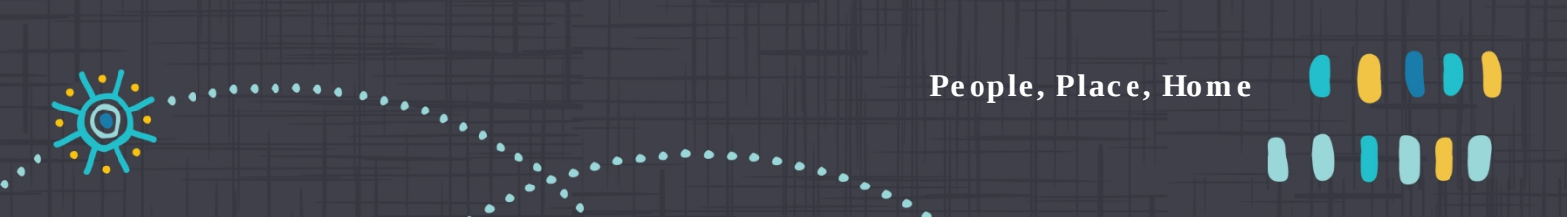
- 1.1 Provides quality front line customer service to clients who contact or attend the district office on an extensive range of the Department and external agency matters.
- 1.2 Responds in a culturally appropriate manner to all clients including those from Aboriginal or culturally and linguistically diverse backgrounds whilst maintaining a client focus.
- 1.3 Identifies and prioritises clients' needs, provides low-level advice and assistance and refers to appropriate service provider, internal or external.
- 1.4 Assists clients with documentation and with completion of forms.
- 1.5 Develops and maintains knowledge of internal and external community resources and services that are available to clients.
- 1.6 Works within OSH guidelines and local procedures relating to aggressive and abusive clients.

2. Administration and Case Support

- 2.1 Supports local office systems and maintains integrity of data.
- 2.2 Undertakes tasks related to office networks and systems, including the Objective File Plan and ASSIST database.
- 2.3 Attends to filing and the movement of files on the Department's Electronic Document Records Management System (EDRMS) known as Objective.
- 2.4 Consults, assists and liaises with field officers and clients in arranging appointments, transport, costs, equipment and documentation as required.
- 2.5 Undertakes relief duties for administration staff, handles petty cash and office keys as required.
- 2.6 Undertakes tasks in relation to payment of client costs through MasterCard and Corporate Credit Card.
- 2.7 Provides support to the district in relation to all administrative matters, as required.

3. Other

- 3.1 Performs other duties as required.
- 3.2 Participates in Emergency Management and Response duties as required.



Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated quality interpersonal skills and ability to effectively communicate with customers at all levels, including Aboriginal and culturally diverse people.
2. Good analytical, problem solving and decision making skills relating to customers and sensitive issues.
3. Well-developed written and verbal communication skills, including an ability to provide a user friendly service over the telephone.
4. Demonstrated ability to provide general office and administrative support.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Appointment is subject to a satisfactory Departmental Check
3. Appointment is subject to a satisfactory Working with Children (WWC) Check

Delegate Certification

HR Registration

14 August 2018