



Authorising Officer: Chief Operating Officer

Position Title	Customer Quality Officer
Service Business Area	Vista Community Support and HomeChoices
Location	Carnegie Office
Accountable and Reports to	Chief Operating Officer (COO)
Positions Reporting to this Position	Nil

Work Environment

The Position is located in the EUTF Statewide Coordination Centre in Carnegie and oversees the service quality experience of customers (including service users and funders), from overall management of support to direct support provision.

The role will have a large emphasis on communicating directly with the People we support and ensuring their expectations are being met and assisting Coordinators, Team Leaders and Support Workers where necessary to meeting those expectations.

Position Summary	This new role will focus on "customer experience", i.e. making sure that all our customers (internal and external) have a good experience. The role will include continually gathering feedback from customers and supporting leaders to improve customer care and excellence. This role is also responsible for ensuring the delivery of support to individuals is undertaken in line with the organization's Customer Service Charter and Policies and Procedures.
Liaison with key stakeholders	This role will establish and maintain strong working relationships with our "external" customers including people we support, their families, and funders and our "internal" customers including staff, team leaders, operations including for example corporate services and human resources.
Key Selection Criteria	Selection will be based on assessing an applicant's skills, knowledge, behaviours and experience, and any other personal qualities relevant to the position as listed below. Essential <ul style="list-style-type: none"> • Well developed customer service skills • Ability to work under pressure in particular with regard to solving issues of customer dissatisfaction • Demonstrated problem solving abilities



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	<ul style="list-style-type: none"> • Highly developed written and communication skills • Ability to influence at all levels of the organisation • Demonstrated respect for the dignity and rights of choice of adults/children with a disability • Results driven <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated knowledge of Quality Frameworks, Disability standards, other relevant standards and legislative frameworks • Certificate IV in Training and Assessment and/or • Certificate IV in Disability or Community or Child, Family, Youth, Education • Previous experience in a similar role
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Job Profile

Key responsibilities of this role include;	
Customer Service	<p>Develop robust systems to ensure good customer service.</p> <p>Ensure excellent induction process for each new person we support, reviewing customer satisfaction after commencement and ensuring support expectations are agreed and within the relevant funding guidelines.</p> <p>Undertake customer service focused audits of individuals on a random basis, checking their files and personal experience to ensure service provided is to the appropriate standard and as per their individual support plan, and provide reporting to the Executive as agreed.</p> <p>Provide regular feedback to relevant service manager with satisfaction and process findings and necessary recommendations for change.</p> <p>Implement recommendations from the Quality Plan.</p> <p>Provide support to Coordinators to resolve customer complaints.</p> <p>Work collaboratively with the Systems and Quality team to ensure the completion of Annual Satisfaction Surveys.</p> <p>Support Coordinators with annual support plan reviews as required.</p> <p>Finalise the development of the organisational Customer Service Charter and ongoing ensure is up to date and the principles being used when delivering service.</p> <p>Undertake the role of the organisational Complaints Officer, on specific complaints as requested by the COO.</p>

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	<p>Provide trend reporting and analysis from the Complaints database.</p> <p>Develop a complaints management system that aligns with accreditation, service delivery and policies and procedures.</p>
Training	<p>Source Customer Service focused training to new support workers and Team Leaders at induction and as required as per the organizational Learning and Development plan.</p> <p>Provide necessary coaching and training of Support Workers as required to deal with challenging support plans within the framework of the organisation's Customer Service Charter.</p> <p>Work collaboratively with the Systems and Quality team to ensure processes are kept relevant to the organisation and to satisfy the requirements of the Quality Framework Disability Standards and other relevant standards.</p> <p>Develop necessary customer service training material for delivery in line with existing organisational policies and procedures.</p>
Problem Solving	<p>Work together with relevant stakeholders including, individuals, Support Workers, team leaders, coordinators and management to solve challenging issues as they arise.</p> <p>Facilitate resolution of issues between individuals, Support Workers, team leaders and/or coordinators to achieve positive outcomes.</p>
Quality	<p>Ensure a Continuous Improvement approach is adopted.</p> <p>Ensure Quality frameworks and systems are in place to monitor and improve the Customer Experience.</p> <p>Meet with individual DSW to ensure management support by the organisation is provided as required.</p> <p>Assist Senior Coordinator/Team Leaders as required with individual supervision meetings.</p> <p>Ensures the Occupational Health and Safety requirements and the organisation's Duty of Care to individuals are an integral part of Customer Service focused delivery.</p> <p>Provide the necessary support at staff meetings.</p>
Research, Reporting and Documentation	<p>Undertake research activities regarding Customer Service approaches and trends.</p> <p>Provide organisational reporting as per reporting schedule agreed with Manager.</p> <p>Ensure all feedback is documented.</p> <p>Work collaboratively with Systems and Quality team to ensure staff have the relevant forms necessary for documentation and that documentation is at a standard that will satisfy independent monitoring</p>



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	requirements.
General Information	
Employment Screen Requirements	Police check
Pre-Existing Injury Notification requirements	
Licence Requirements	
Probationary Period	3 months

How to apply

Applicants should include an application letter, a summary of relevant personal and professional experience, and a statement responding to the Key Selection Criteria. Total length of applications should be no more than 4 pages. We **strongly encourage** applicants to respond to the Key Selection Criteria. For enquiries regarding the role, please contact Mark Kanigowski, Chief Operating Officer on (03) 9564 1022.

Applications close **Thursday 11 March 2010**.

Application process:

- Emailed applications to recruitment@tipping.org.au - preferred format is MS Word;
- Mailed applications marked “Confidential” to Jantine Eddebuttel, HR Manager, E.W. Tipping Foundation, 1036 Dandenong Road, Carnegie, VIC, 3163;

Appointment to this position will be subject to a criminal records check.