



PEPPERCORN SERVICES INC

POSITION DESCRIPTION:

**Customer Service Officer (Social Inclusion) –
Community Transport**

Position Description – Peppercorn Services Incorporated

Position Title: Customer Service Officer (Social Inclusion)

Program: Community Transport

Position Purpose:

The Customer Service Officer (Social Inclusion) is part of the community transport coordination team with additional responsibility for social inclusion activities. The Customer Service Officer (Social Inclusion) supports the implementation of the Aged Care Quality Standards for Wellness and Reablement across Peppercorn's community care programs.

The Customer Service Officer (Social Inclusion) is responsible for two key sets of activities:

Community Transport Bookings and Scheduling – as part of the Community Transport Coordination Team, handling all enquiries about social inclusion outings and activities, taking bookings, enrolling the client in TMA CareMaster for client management and RouteMatch CTABS for trip management, and reporting on attendances and client satisfaction.

Social Inclusion Activity Planning and Promotion – identifying, developing and promoting activities and locations suitable for aged and isolated people, ensuring that service provision embraces the government-endorsed Wellness and Reablement approach in every client interaction.

Customer Service Officers are often the first point of contact between customers and Peppercorn Services, providing information about our services, enrolling customers into client management systems, resolving any emerging problems faced by customers, and building relationships with customers.



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Customer Service Officers ensure excellent service standards and maintain high customer satisfaction.

Recommended Classification

Award	Social, Community, Home Care and Disability Services Industry Award 2010
Level and Pay Point	Level 3 Pay Point 2 (upon commencement)
Allowances	As specified in Employment Agreement

Organisational Relationships

Reports to	Community Transport Operations Coordinator
Peers	Other Customer Service Officers
Direct Reports	May supervise volunteers

Collaboration and Communication

Key Contact	Relationship or Task
Community Transport Operations Coordinator	Frequent consultation, seek advice and assistance, report activity and outcomes
Other Community Transport CSOs	Frequent consultation, seek advice and assistance. Provide passenger information for allocation and scheduling
Volunteers	Allocate and schedule attendance. Provide information and guidance on activities, venues and support for passengers
Community Transport Drivers	Provide information and guidance on activities and venues



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Front Desk & Reception	Provide information and guidance on activities and venues
My Aged Care	Consult My Aged Care for referrals or check MAC Number
Other community service organisations	Provide information on activities and customer/client referrals. Collaborate on joint activities and destinations
Finance team	Provide monthly reporting for invoicing, timesheets for payroll

Abbreviations Used:

CSO means customer service officer

CTABS means the Community Transport and Booking Systems used by community transport for passenger bookings

MAC means the My Aged Care portal



Key Responsibilities or Accountabilities

Key Accountability Area	Specific Tasks and Responsibilities
Mission, Values and Behaviours	<ul style="list-style-type: none"> • Actively develop and promote the desired culture of Peppercorn by ensuring all interactions, documentation and communications support the Mission, Vision, Strategy and Values of Peppercorn. • Actively implement and promote Peppercorn's Code of Conduct.
Work Planning	<ul style="list-style-type: none"> • Ensure that work is planned, goal or outcome oriented, measured for success, and reported • Engage in regular reflection of work practice and relationships • Develop a comprehensive understanding of the service provision guidelines, the Aged Care Quality Standards, and the Wellness and Reablement model • Actively work within the Commonwealth Home Support Program Guidelines and Aged Care Quality Standards
Relationships	<ul style="list-style-type: none"> • Actively develop relationships with peers, other employees and volunteers, and stakeholders • Ensure all interactions within the community portray Peppercorn as a professional and caring provider of services • Supervise and support volunteers in program
Community Transport Bookings and Scheduling	<p>As part of the Community Transport Coordination Team:</p> <ul style="list-style-type: none"> • Retrieve referrals from My Aged Care (MAC) • Answer and assist with calls made to the Community Transport Booking Line and the social inclusion program • Respond to all calls by clients, customers, and other agencies regarding meals services, social outings and activities • Record client data and transport booking in CTABS • Record client data in CareMaster. • Create service bookings and sessions • Prepare and send documentation to new clients • Create client hardcopy files as needed • Maintain booking sheets for each outing or activity • Assist with outbound calls to passengers confirming journey times and other information • Coordinate, roster and support volunteer bus attendants and social support volunteers • Provide activity information each week to rostered volunteers



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	<ul style="list-style-type: none"> • Receive feedback from volunteers after each outing or activity • Collect photos of activity and additional information to support future attendance or promotions • Provide full briefing on activities, passenger lists and support needs, volunteers assigned, venue risk management, and itinerary to other CSOs, Drivers and Reception • Ensure venues are paid for passenger entry, food and beverages, and other costs such as parking
<p>Social Inclusion Activity Planning and Promotion</p>	<ul style="list-style-type: none"> • Identify activities, locations and support groups that facilitate social inclusion, maximise civic and cultural participation, and reduce loneliness for socially and geographically isolated people across the Hawkesbury • Actively consult with current and potential clients on programs and activities and co-design services • Provide oversight to volunteers supporting clients in social support activities and meals services • Conduct regular and ongoing face-to-face assessment of clients in meals program and social support activities • Plan, develop and document the activity including the itinerary, risk management plan and activity descriptions • Coordinate with the Corporate Administrator to prepare, publish, printing and mail calendar of activities • Promote social inclusion activities and outings to other community service agencies and organisations • Conduct client satisfaction surveys after each outing or activity • Prepare reports on survey findings and client recommendations
<p>Compliance and Continuous Quality Improvement</p>	<ul style="list-style-type: none"> • Comply with the requirements of Peppercorn Policies & Procedures • Verify trips taken each week • Reconcile contributions collected to contributions expected • Conduct scheduled reviews of care and support plans, including referral to additional services as required • Maintain volunteer hours service log • Prepare reports on attendances, risks and issues • Ensure the accuracy of all data captured and reported • Submit monthly report on activities, outcomes and risks • Actively participate in the development, implementation and evaluation of Quality Improvement strategies to ensure that quality standards and service goals are met • Regularly update skills through self-directed training



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Work Health & Safety

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in fulfilling legislative obligations.
- Take reasonable care to ensure your own safety and health and that of others, and to exercise a duty of care to clients, the public and to other employees
- Report any injury, hazard or illness immediately
- Do not place others at risk by any act or failure to act.
- Do not wilfully or recklessly interfere with safety equipment.



Key Selection Criteria

Knowledge, skills and experience	
Essential	<ul style="list-style-type: none"> • Demonstrated experience in customer service and administration skillset • Demonstrated competence in using client management systems and Microsoft Office • Demonstrated ability to sensitively engage people seeking support and care services (customer care competencies) • Demonstrated competence in accurate record keeping
Desirable	<ul style="list-style-type: none"> • Working knowledge of RouteMatch CTABS • Experience or understanding in working with social support services and clients, community transport, and volunteers • Geographical knowledge (or map reading skills) of the Hawkesbury, Nepean, and Blue Mountains LGAs
Qualifications, licences and registrations	
Essential	<ul style="list-style-type: none"> • Current NSW Drivers Licence
Desirable	<ul style="list-style-type: none"> • First Aid Certificate • Relevant qualifications such as Community Services or Business Administration • Certificate in Volunteer Management
Other position requirements	
Essential	<ul style="list-style-type: none"> • A National Criminal History Check and Working With Children check must be completed and cleared before employment may commence
<p>The best Customer Service Officers are genuinely excited to help customers. They are patient, empathetic, and passionately communicative. They love to talk with clients and customers. Customer service representatives can put themselves in their customers' shoes and advocate for them when necessary. Problem-solving comes naturally; they are confident at troubleshooting and will investigate if they don't have enough information to resolve a problem.</p>	
Personal Qualities	<p>The following behaviours are sought in all employees</p> <ul style="list-style-type: none"> • Respect for all people in all situations • Personal initiative to solve problems • Readiness to learn and adapt to new ways of working • Takes personal responsibility • Desire to make a positive difference every day • Friendly, pleasant, kind and caring • Able to work with others as a team • A sense of humour would be a bonus!



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Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge. I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____