

## CUSTOMER LIAISON OFFICER

### POSITION DETAILS:

<b>Position Title:</b>	Customer Liaison Officer	<b>Reports To:</b>	Financial Controller
<b>Department/Division:</b>	Corporate Services	<b>Direct Reports:</b>	Nil

### POSITION SUMMARY

Customer Liaison Officer (CLO) is responsible providing customer facing services as the single-entry point into residential aged care, including the management of the CRM database to ensure all customer touch points are acknowledged and acted upon. Working under the supervision of the Financial Controller, the CLO is responsible for all admission and discharges into and out of the residential care, including the capture and process through Southern Cross Care Business to Business (B2B) transactions processes, in line with organisation policies and procedures.

### KEY RESPONSIBILITIES

- Liaise with and support both prospective and current residents and their families to promote confidence in our care and service offering
- Process applications and complete all resident care agreements in accordance with policy and legislative requirements
- Provide information and explanation of the resident care agreements to new clients prior to signing on admission and throughout their tenure as required
- Ensure all resident agreements are completed and signed prior to admission
- Ensure information is accurately recorded in the CRM and records are maintained
- Ensure all additional services are individually listed, including costs associated with the services, within the residential care agreement
- Work collaboratively with Facility Managers and other internal and external stakeholders to maximise occupancy
- Weekly review of all occupancy statistics across residential care homes state-wide
- Regularly review resident and occupancy data to optimise government subsidies and supplements, including respite allocations in line with policy and funding requirements.
- In collaboration with Facility Managers, communicate with residents and their families to recover overdue fees and where necessary assist with the application for financial hardship assistance on their behalf
- Engage with external government bodies (Guardianship Board, Public Advocate) in assisting with the providing required information pertaining to the residential care agreement, financial and other information regarding admission.
- Oversee refunding of fees and accommodation deposits on departure in line with policy
- Manage waiting lists, and relationships with potential residents whilst on the waiting list.

The CLO can expect to be allocated duties, not specifically mentioned in the position description, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

### KEY PERFORMANCE INDICATORS

- All resident agreements are completed and signed prior to admission
- Ensure residents are charged the correct fees, including additional services fees
- Ensure all Medicare payment statements capture the correct information, subsidies and supplements are captured for each care home, cross referencing occupancy statistics provided by the care home and in line with B2B systems data.
- Resident or family enquiries are addressed in a timely manner
- Fees for residential aged care are managed to optimise income
- Overdue accounts are managed to minimise bad debts
- All discharge documents and processes are attended to within policy timelines

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### SELECTION CRITERIA

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- Demonstrated ability developing and maintaining relationships
- Strong knowledge of residential aged care financial structure or the ability to acquire the knowledge quickly
- Demonstrated ability to maintain records and confidentiality
- Strong interpersonal, written, and verbal communication skills
- The ability to work independently and as part of a team
- Experience using My Aged Care is highly desirable

#### SPECIAL EMPLOYMENT CONDITIONS

1. Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the *Aged Care Act 1997* prior to commencement of employment.
2. All SCC employees, volunteers, and contractors must hold a valid registration to work with vulnerable people with an NDIS endorsement as this is a condition of registration for all NDIS providers under the NDIS Act 2013 and SCC Safety Screening Policy.
3. Required to sign the organisation's Confidentiality Agreement.

### SOUTHERN CROSS CARE VALUES

#### Compassion

- We respond willingly and positively to help meet the needs of those around us.
- We promote a sense of belonging and community.
- We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community.

#### Integrity

- We look for the good in all people and recognise the contribution of each individual as we work together.
- We demonstrate honesty and trustworthiness in all that we do.
- We are conscientious and ethical in our decision making and take responsibility for our own actions.

#### Respect

- We believe in the sanctity of life and that each life is unique and has special individual worth and dignity.
- We recognise and respect individuality and diversity.
- We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances.
- We manage our resources wisely to minimise the impact on the environment.

### WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

- Participate and contribute to Work Health & Safety and continuous improvement practices to ensure a safe work environment
- Ensure that workers comply with WHS policies and procedures

### AUTHORISATION

This position is classified within the Administrative Structure. The salary will be negotiated based on prior experience.

<b>Manager Signature:</b>		<b>Date:</b>	
<b>Employee Signature:</b>		<b>Date:</b>	