

Position Description

Position Title:	Customer Service Officer
Reports to:	Service Access Unit Manager
Department:	Service Access Unit
Directorate:	Community Care & Mental Health
Cost centre:	P0252
Code & classification:	Grade 1A (HS1A), Grade 1 (HS1, HS14 – HS17)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Service Access Unit provides a single point of access and referral management service for a range of Community Care services. The Service Access Unit business model is based on a commitment to patient centred care and focuses on the patient journey to ensure that they receive the right care, at the right time, at the right place. The Customer Service Officer provides information to clients, referrers and administrative support to clinicians ensuring a high level of service is delivered.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Provide timely, appropriate and accurate response to enquiries made via telephone and/or face to face.
- To provide a high standard of accuracy and performance; that demonstrates a commitment to 'patient centred' service delivery.
- Provide professional front of house customer service and clinic management duties.
- Work within an established framework of service coordination principles to complete back of house duties, such as intake, referral management and bookings.
- Provide timely and efficient administrative support for services supported by the Service Access Unit.
- Complete and monitor language service bookings and coordination for all of GV Health.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health.
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.

UNIFORMS: The GV Health Customer Service Officer uniform is supplied for CSO's. This is a compulsory uniform and must be worn while working. Footwear must be black, with closed toe. It is recommended staff wear stocking when wearing a skirt in order to maintain a professional appearance. A mix of uniform and nonuniform garments is not acceptable.

KEY SELECTION CRITERIA

Essential:

- Demonstrated ability to work in an environment focussed on the patient/client with skills and experience in administrative and customer service operations.
- Possess high level of computer skills, including data entry accuracy, management of electronic databases and Microsoft applications.
- Excellent communication, listening and interpersonal skills with an ability to work professionally with all levels of staff and members of the public.
- High level of problem-solving skills with an ability to provide a professional and positive approach to helpful customer service.
- Demonstrated ability to work unsupervised and within a team environment with excellent time management and prioritisation skills.
- Capacity to interact professionally with staff and clients and maintain high levels of confidentiality.

Desirable:

- Cert III in Health Administration or be working towards same.
- Competent in the use of medical terminology.
- Experience working within a health care setting.
- Experience dealing with clients from culturally and linguistically diverse communities.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Active participation in the Performance and Development review process.
- Attendance and active participation at meetings as required.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Community Care & Mental Health**Customer Service Officer - Service Access Unit**

Reviewed by:

Service Access Unit Manager

Issue Date:

June 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)