

Position Title: Customer Support Officer	Entity: Independent Living Assessment Inc (iLA)
Reports to: Operational Support Manager	No of Direct Reports: 0
Industrial Instrument / Job Level: Enterprise Agreement - Level 3-4	Primary Location: East Perth
Position Requirements	
<p>Primary Purpose</p> <p>The Customer Support Officer role provides integrated customer service, intake, scheduling administrative and program support to the Single Aged Care Assessment Services team. The role supports the efficient coordination of assessment services through effective engagement with customers, carers, assessors and internal and external stakeholders, while ensuring a high standard of service delivery and customer experience.</p> <p>In addition, the role provides administrative support to the Single Aged Care Assessment Services team by maintaining accurate data, supporting scheduling and operational processes, and contributing to reliable reporting and efficient operations.</p>	
<p>Key Accountabilities/Responsibilities</p> <p>The role manages customer intake, assessment scheduling, stakeholder communication, system administration, data accuracy, reporting, and day-to-day operational support.</p> <p>Health Safety Wellbeing & Environment</p> <ul style="list-style-type: none"> • Comply with all health, safety and hygiene policies, systems, and WH&S legislation to maintain an appropriate working environment. • Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program. • Contribute to a culture that supports wellbeing. <p>Functional – Customer Liaison and Intake</p> <ul style="list-style-type: none"> • Provide a high level of customer service, responding to inbound calls, emails and referrals in a timely and professional manner ensuring KPIs are achieved • Complete the intake process, including collecting relevant information and supporting clients to navigate My Aged Care and access appropriate services. • Schedule all assessment types and act as a key point of contact for assessors, customers, families and aged care providers including site-specific information to assessors for safe assessment delivery. • Liaise with customers, carers, residential aged care facilities and other stakeholders to support service delivery. • Apply culturally appropriate and inclusive practices when engaging with diverse and vulnerable customer groups such as those who may identify as; ATSI, CALD background, the LGBTIQ+ community or vulnerable groups such as Homeless or those with sensory, cognitive, mental health barriers. <p>Functional – Administrative, Systems, Data and Reporting</p> <ul style="list-style-type: none"> • Efficiently use and maintain software systems supporting intake and scheduling, including CRM, scheduling platforms and the My Aged Care Portal, ensuring accurate data entry, client information management, customer feedback capture, and ongoing updates to dashboards, templates and system enhancements. 	

- Cross-check and validate data across systems to ensure completeness, consistency and accuracy.
- Record customer feedback, maintain trackers and ensure accurate documentation of service activity
- Maintain data integrity and quality assurance processes
- Track and reconcile assessments completed with invoice and payment (as required)
- Provide administrative support to the Single Assessment leadership team, including meeting coordination, prepare agendas and minute taking.
- Monitor and respond to mail inboxes and general phone enquiries
- Generate reports to support service delivery and performance monitoring
- Provide backup administrative support across the organisation, including reception coverage during peak periods or absences.
- Support reception duties if required
- Other administrative duties as required

Operational

- Build and maintain relationships with internal teams, customers, Assessors, Aged Care Providers, Residential Aged Care Facilities, regulators, and other external stakeholders
- Participate and/or engage in all activities that relate to iLA achieving its contracted key performance indicators.
- Identify and implement improvement opportunities within iLA and participate in continuous improvement by recommending sensible changes and communicating issues that may affect the organisation.

People & Culture

- Contribute to, and demonstrate by example, the vision, mission, and values
- Participate actively with colleagues in the leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

Key Performance Indicators & Measures

Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.

Key Relationships

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal

- Single Aged Care Assessment Services Team
- Leadership team
- All other teams in the organisation

External

- Older People, their carer and/or family members
- Government departments
- Sector peers/competitors, Peak bodies
- GP's, allied health professionals and specialist services
- Aged Care Service providers
- Residential Aged Care Providers and their residents

Key Behaviours

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies (6-12 key to the role) integral to the success of this position and the

organisation. For this job classification level key competencies critical for success will be **Operational Behaviours**.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>
	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Coaching/developing others (CLO Senior) <input checked="" type="checkbox"/> Information Monitoring <input checked="" type="checkbox"/> Digital capability <input checked="" type="checkbox"/> Stress Tolerance/Resilience 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Applied Continuous Learning <input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Client Liaison <input checked="" type="checkbox"/> Demonstrates Initiative <input checked="" type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> Organisation & Self-Management <input checked="" type="checkbox"/> Quality & Work Standards <input checked="" type="checkbox"/> Results Focused <input checked="" type="checkbox"/> Teamwork

General Assessed: Impact, Technical, Job Fit, Organisation/Value Fit

Work Related Requirements

Knowledge & Skills (Social, Personal & Technical) & Equipment

The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position

- Strong customer service capability with the ability to build relationships, communicate effectively and work collaboratively within a team
- Sound understanding of client-centred service delivery and customer relationship management principles
- Strong systems and digital literacy, including the ability to use and maintain multiple platforms (e.g. CRM, scheduling systems, My Aged Care Portal) with a high level of accuracy
- Demonstrated ability to manage data entry, validation and reconciliation across systems, ensuring integrity and consistency of information
- Ability to analyse and interpret basic operational data and reports to support service delivery and continuous improvement
- Strong administrative and organisational skills, including the ability to prioritise tasks, manage competing deadlines and maintain accurate records and documentation
- Ability to liaise effectively with internal and external stakeholders, exercising sound judgement and professionalism
- Understanding of administrative processes, workflows and documentation, with the ability to contribute to maintaining work instructions and process improvements
- Ability to support change and adapt to evolving systems, processes and service delivery requirements

Personal Attributes

- Passion and enthusiasm with the ability to take initiative and make things happen.
- Customer centric and compassionate to client needs.
- Openly share knowledge and encourage innovation and collaboration
- Self-awareness with the ability to listen, respect, and take on board the divergent perspectives of other people including customers from diverse backgrounds, alternative service needs and vulnerable groups
- Demonstrated high level of integrity.

<p>Work Experience</p> <p><i>The type and extent of previous work experience that is necessary to perform in the position</i></p> <ul style="list-style-type: none"> • Role/s in similar position and/or industry, with exposure to most of the functional areas encompassed by this role • Current experience in aged care or aged care assessment environment (preferred) • Previous operational and system experience including CRM, MAC portal, scheduling and/or invoicing
<p>Qualifications, Registrations, Clearances & Certifications</p>
<ul style="list-style-type: none"> • Certification / qualification in relevant disciplines (or) relevant industry and positional experience. • NDIS Worker Screening Check
<p>Extent of Authority</p> <p>Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.</p>
<p>Prepared by: Sarah Easton Approved by: Lisa Karabin – P&C Manager -01/12/2024 Date Reviewed/Modified: 21/05/2026 *All PDs should be sent to P&C for approval and uploading to sharepoint</p>
<p>Related Documents: PD Work Instructions, Behaviours Guide</p>