

POSITION DETAILS	
Job Title:	Service Support Officer
APS Level:	APS3
Section:	Clinical Support Section
Location:	Townsville, North Queensland

A Service Support Officer will provide operational and administrative support to the regional service delivery teams which may include a mix of front reception, administration, procedural, information technology and other service delivery activities.

TYPICAL DUTIES

- Client Service and Front Reception
 - Provide client service support at initial point of contact, including meeting, greeting and streaming clients to the appropriate service channel, completing simple first contact resolution enquiries, identifying and prioritising clients who are potentially vulnerable, in distress or who have accessibility issues and escalating potential issues as required
- Clinical Support
 - Assist with client appointments, counsellor diary management and SMS reminders
 - Assist with client file management including ROIs, AfS Referrals, data entry, scanning and uploading documents
 - Process Outreach client allocations, referrals and other file management activities
 - Provide support to the delivery of Group Programs by assisting with promotional activities, maintaining the CMS and organisation of events
 - Process invoices accurately and timely
 - Process travel requests for the regional staff
 - Manage the region's correspondence workflows (email, mail, TRIM)
 - Assist in meeting National Office requests by collating data and reports, audits

MANDATORY QUALIFICATIONS AND EXPERIENCE

- Working with Children (WWCC) and/or Vulnerable People Checks/Clearance must be obtained prior to commencing in the position

How to Apply:

If you're interested or wish to find out more information about the opportunities, please contact **Charlotte Dean** on **0438 125 602** or send your resume to charlotte.dean@ipa.com.au



LOVE YOUR WORK.



OWN IT.



TAKE THE LEAD.



BE THE DIFFERENCE.