



Job Description Form

Customer Liaison Officer

Position Details

Position Number:	Generic
Classification:	Level 2
Award/Agreement:	Public Sector Award and Agreement
Organisational Unit:	Community Services / Service Delivery
Location:	Metropolitan and Regional WA
Classification Date:	
Effective Date:	February 2024

Reporting Relationships

This position reports to:

Team Leader Child Protection, Specified Calling Level 3
Business Managers, Level 5

Positions under Direct Supervision:

This position has no subordinates.



About the Department

The Department of Communities is Western Australia's major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women's interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

Role Statement

The Customer Liaison Officer is the first point of contact for members of the community accessing the Child Protection and Family Support services of the Department of Communities and is responsible for:

- providing information to customers about departmental services and accessibility,
- assisting and directing members of the community to appropriate services,
- promoting the Department's role and services,
- assisting the Business Support Team to provide a quality customer service to internal and external customers.



Position Duties and Responsibilities

1. Service Delivery

- 1.1 Provides quality front line customer service to clients who contact or attend the district office on an extensive range of the Department and external Agency matters.
- 1.2 Responds in a culturally appropriate manner to all clients including those from Aboriginal or culturally and linguistically diverse backgrounds whilst maintaining a client focus.
- 1.3 Identifies and prioritises clients' needs, provides low-level advice and assistance and refers to appropriate service provider, internal or external.
- 1.4 Assists clients with documentation and with completion of forms.
- 1.5 Develops and maintains knowledge of internal and external community resources and services that are available to clients.
- 1.6 Works within WHS guidelines and local procedures relating to aggressive and abusive clients.

2. Administration and Case Support

- 2.1 Supports local office systems and maintains integrity of data.
- 2.2 Undertakes tasks related to office networks and systems, including the Objective File Plan and ASSIST database.
- 2.3 Attends to filing and the movement of files on the Department's Electronic Document Records Management System (EDRMS) known as Objective.
- 2.4 Consults, assists and liaises with field officers and clients in arranging appointments, transport, costs, equipment and documentation as required.
- 2.5 Undertakes relief duties for administration staff, handles petty cash and office keys as required.
- 2.6 Undertakes tasks in relation to payment of client costs through MasterCard and Corporate Credit Card.
- 2.7 Provides support to the District in relation to all administrative matters, as required.

Corporate Responsibilities



1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.



Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated quality interpersonal skills and ability to effectively communicate with customers at all levels, including Aboriginal and culturally diverse people.
2. Good analytical, problem solving and decision making skills relating to customers and sensitive issues.
3. Well-developed written and verbal communication skills, including an ability to provide a user friendly service over the telephone.
4. Demonstrated ability to provide general office and administrative support.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Appointment is subject to a satisfactory Working with Children (WWC) Check.
3. Appointment is subject to a satisfactory Client and Child Protection Check.