



CCareline Senior Service Consultant

- Manage new & existing customer enquiries to access CatholicCare service
- Focus on customer satisfaction
- Full-time position located at Lewisham

About the role

The role of CCareline Senior Service Consultant will manage enquiries from new and existing customers to facilitate access to CatholicCare's suite of services, acting as the liaison between potential new customer enquiries and CatholicCare's services by providing a pathway to the most suitable assessment and service delivery professionals.

This role has a high level focus on customer satisfaction with a key objective being to achieve a high conversion rate from initial enquiry to the establishment of service delivery. Providing expert advice to callers and being equipped to provide assessments, referrals and having a high level capacity to work alongside customers you will help to find solutions to the barriers they may face in their daily lives. As this role is agile, you must have the skills and ability to adapt to changing internal and external needs over time.

As a senior position within the team, you will have the additional responsibility for mentoring staff and providing expert advice to the Executive Manager, on the performance of the team and issues arising in the service. The Senior Service Consultant is required to operate at a proactive level in identifying issues within the team and strategies to enhance team performance in addition to assisting the development of team knowledge as particular program marketing campaigns are enacted.

About CatholicCare

CatholicCare Sydney is the official social services agency of the Catholic Church in the Archdiocese of Sydney. We are a leading not-for-profit agency providing care and support to people in Sydney across a wide range of social services: Children and families, relationships, ageing, disability, employment, mental health and youth programs.

This full-time position located in Lewisham includes access to salary packaging.

Selection criteria - Successful applicants will have the following:

- Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values; and its Code of Ethics and Conduct.
- Ability to negotiate with internal and external stakeholders
- Ability to mentor new staff and role model outstanding customer service
- Strong IT skills, including data entry and ability to learn new systems

- Strong phone and verbal communication skills along with active listening
- Strong knowledge of current social services sector
- Ability to engage and adapt to different personality types
- Strong problem solving skills
- Ability to calmly manage difficult / crisis calls using documented procedures
- Drivers Licence

Further information

Contact Nichola Marsonet, Executive Manager, Client Engagement on 02 9509 1275

How to apply

After reviewing the above selection criteria please email jobs@catholiccare.org the following:

- a brief letter addressing the selection criteria, describing how your skills, work experience, qualifications/training and personal attributes match each of the selection criteria; and
- a brief resume.

(Applications that do not address the selection criteria or provide a resume only may not be considered).

The selection process

CatholicCare may use a range of tools and techniques to assess the suitability and relative merit of applicants including, but not limited to the following:

- interview
- assessment activities
- referee reports.

Applications close

4.00 pm Monday 2 July 2018.

CatholicCare requires the preferred applicant to undertake a National Criminal History Record Check prior to employment and may also require a Working with Children Check.

CatholicCare is an Equal Opportunity Employer and Employer of Choice for Women. People of Aboriginal, Torres Strait Islander and other culturally and linguistically diverse backgrounds are encouraged to apply; people living with a disability are encouraged to apply.