

POSITION DESCRIPTION

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|--------------------------|----------------------------------------------------------|
| Position title | Vulnerability Support Officer |
| Section | Customer Experience |
| Employment type | Full time permanent |
| Classification | Band 6 |
| Location | Warrnambool (or other Wannon Water office as negotiated) |
| Date Approved | April 2024 |
| Approving Officer | Manager Customer Experience |

POSITION OBJECTIVES

- Establish and collaborate across the industry, region and Wannon Water to ensure an uplift in the support provided to customers to pay their bills
- Assist the Manager Customer Experience to deliver the Wannon Water Customer Experience Strategy Price Focus Area “Our customers are supported to pay bills”

KEY RESPONSIBILITIES & DUTIES

Industry networks

- Participate in relevant industry-wide networks on vulnerability (water sector and beyond)
- Seek out up-to-date information, data and research relating to vulnerable customers in Australia
- Coordinate Wannon Water’s membership and liaison with Thriving Communities Partnership National

Regional Responsibilities

- Participate in local and regional networks relating to vulnerable customers
- Be Wannon Water’s key liaison for community services organisations working with vulnerable people in our region
- Support the Thriving Communities Partnership South West Victoria
- Seek out up-to-date information, data and research relating to vulnerable customers in our region

Internal Responsibilities

- Develop and coordinate initiatives to support the delivery of the ‘price’ focus area within the Customer Experience Strategy
- Share industry and regional knowledge and learnings with the Wannon Water team

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- Support the implementation of the Build FIAP
- Act as the liaison between Wannon Water employees and community service organisation to facilitate joint initiatives, knowledge and appropriate referral pathways

Strategy, Leadership & Change

- Lead, advocate, drive and implement multiple initiatives to improve the supports provided to help customers pay their bills
- Actively manage change, shaping exceptional customer experiences in the area of customer support

Collaboration

- Collaborate closely with all relevant internal stakeholders in the delivery of the role, and in particular, with the Branch Manager Retail Services and the Customer Relations team
- Represent Wannon Water with a range of professional bodies and associations, participating in committees and working groups focused on improved customer and community outcomes
- Keep abreast of customer support best practice and research in the region, industry and more widely
- Appropriately identify and deliver on partnership and collaboration activities internally and externally in support customers to pay their bills

Policies, systems and procedures

- Demonstrate and foster Wannon Water's values of integrity, collaboration, people focussed, innovation and respect in delivery of the role
- Contribute to our aspiration of "zero harm" to people and the environment
- Develop, refine and improve appropriate policies, procedures, systems and standards to meet governance, legal and regulatory requirements for the accountability areas of the role

ORGANISATIONAL RELATIONSHIPS

| | |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Responsible to | Manager Customer Experience |
| Responsible for | Nil |
| External Liaison | Consultants, regional organisations, peak bodies, state government, regulators, community, customers and others as required to deliver the role |

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ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The position will manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.
- The freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken by this position on individual clients may be significant but it is usually subject to appeal or review by more senior employees.
- This position will have a formal input into policy development within their area of expertise and/or management.

JUDGEMENT AND DECISION MAKING

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

SPECIALIST SKILLS & KNOWLEDGE

- The position requires proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices. The position requires an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.

MANAGEMENT SKILLS

- The position require skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

INTERPERSONAL SKILLS

- The position requires the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- The position must also be able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

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QUALIFICATIONS & EXPERIENCE

- The skills and knowledge needed for entry to this position are beyond those normally acquired through tertiary education alone.
- Typically, they would be gained through completion of a degree or diploma course with some relevant experience. They might also be acquired through lesser formal qualifications and substantial relevant experience, or through substantial relevant experience in the field of specialist expertise.
- A copy of current driver's licence is required for inclusion on personnel record

INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with, and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001: Quality Management Systems - Requirements
- ISO 14001: Environmental Management Systems
- ISO 45001: Occupational Health and Safety Management
- HACCP-based Drinking Water Quality Management System.

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

OTHER INFORMATION

Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:

Our slogan

- Think It!
- Work It!
- Own It!

Our Values

- People Focused
- Respect
- Collaboration
- Innovation
- Integrity

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We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

Minimum Employment Period

All successful applicants will be subject to six-month minimum employment period as per the Fair Work Act 2009

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies, and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"The employee shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

Occupational Health & Safety

Wannon Water has developed OH&S Policies & Procedures that are designed to meet the requirements of the internationally recognised ISO45001. These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity, and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

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Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

| Employee | | Manager | |
|-----------|-------|-----------|-------|
| Name | _____ | Name | _____ |
| Signature | _____ | Signature | _____ |
| Date | _____ | Date | _____ |