

## POSITION DESCRIPTION

|                        |                                       |
|------------------------|---------------------------------------|
| <b>POSITION TITLE:</b> | <b>CLIENT SERVICE OFFICER</b>         |
| <b>REPORTS TO:</b>     | <b>TEAM LEADER – SERVICE DELIVERY</b> |
| <b>LEVEL:</b>          | <b>SACS 5</b>                         |
| <b>REVIEWED BY:</b>    | <b>MANAGER – SERVICE DELIVERY</b>     |
| <b>DATE REVIEWED:</b>  | <b>OCTOBER 2009</b>                   |

### Purpose and Vision:

**Our purpose is** to enhance the lives of people with a spinal cord injury.

**Our vision is** that people with a spinal cord injury are able to live in an equitable, inclusive, integrated community, independently able to access every aspect of and contribute to the fabric of their region.

### Purpose of the Role ...

This position is primarily responsible for the coordination and continuous improvement of service delivery to a caseload of clients within Personal Support Plus. This includes support, development, retention and performance monitoring of Personal Support Workers. Holistic client management includes responsibility for funding, care plans, induction and orientation of new clients and assessment of client services.

### Success Factors for this Role...

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| <ul style="list-style-type: none"> <li>• A quality individualised service created and maintained for clients allocated within a caseload.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Cohesive, teams of trained personal support workers are developed and supported through communication, induction, supervision and performance management.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Individualised needs of clients are well documented and reviewed in accordance with policies and procedures.</li> <li>• Proactive individualised operational strategies are implemented to meet desired service delivery outcomes.</li> </ul> |

### Key Performance Indicators for the Role....

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| <ul style="list-style-type: none"> <li>• Service is delivered within the parameters of the agreed support plan and work instructions.</li> <li>• Evidence of a hazard reporting completed and safety management recommendations completed.</li> <li>• Evidence of resolution of complaints raised in accordance with the complaints procedure.</li> <li>• Information captured during surveys.</li> <li>• Evidence of an organised approach to service delivery.</li> <li>• Service delivery is in accordance with the quality management system.</li> </ul> |
| <ul style="list-style-type: none"> <li>• 100% attendance at mandatory personal support worker training.</li> <li>• All staff have current competency assessment completed and on file.</li> <li>• Team meetings with support workers held in accordance with the procedure.</li> <li>• Evidence of resolution of grievances raised in accordance with the staff grievance procedure.</li> <li>• 100% Personal Support Worker performance and development reviews completed and where required performance management plans implemented.</li> </ul>           |

- Evidence of risk management through the implementation of policy and procedures and the use of systems.
- Evidence of quality documentation, prioritisation and management of caseload through a tracking tool.
- Necessary individualised operational strategies implemented and service delivery outcomes are achieved.

### You will bring to the role ...

| <b>Must have (skills, knowledge, behaviour &amp; experience)</b>   | <b>Great to have</b>  |
|--|---|
| <ul style="list-style-type: none"> <li>• Experience in coordination and monitoring of human service programs to people within a community setting.</li> <li>• Current, unencumbered “C” class driver’s license.</li> <li>• DS Criminal History positive notice card or a willingness to obtain.</li> <li>• Experience in staff supervision, development and retention.</li> <li>• Strong communication skills and can demonstrate previous experience of negotiation, mediation and resolution of conflict.</li> <li>• Demonstrated experience in individual support planning in relation to service delivery.</li> <li>• Experience in or the ability to rapidly acquire knowledge, working within a quality management framework.</li> <li>• Proven ability to lead, coach and support staff to achieve results.</li> <li>• Competent in Microsoft Outlook / Word, plus database applications.</li> <li>• Ability to travel periodically.</li> </ul> | <ul style="list-style-type: none"> <li>• Tertiary qualifications in Social Science or Human Service.</li> <li>• Previous experience in the preparation and monitoring of service budgets and contracts.</li> <li>• Previous experience working in the disability sector.</li> <li>• Knowledge of the disability service standards</li> <li>• Previous experience in the not-for-profit sector.</li> </ul> |

### What you will do in the role ...

**A quality, individualised service created and maintained for clients allocated within a caseload**

- Effective management of relationships with internal and external stakeholders that ensures individual service delivery outcomes.
- Efficient and effective management of Personal Support Workers, to ensure delivery of quality client services that meet contractual arrangements.

- Communicate and educate clients and relevant stakeholders of changes to service delivery.
- Report and process complaints and critical client incidences in accordance with procedure.
- Monitor, review and report anomalies in client hour usage. Implement strategies to ensure client hour usage is in line with grants/contracts and appropriate to service requirement.
- Partner, collaborate and negotiate with the client and stakeholders to deliver appropriate and sustainable service. Where necessary source and coordinate resources to ensure timely and appropriate client service delivery.
- Development and management of individual client support plans to ensure changing client service needs are being met.
- Timely and comprehensive communication to all relevant stakeholders of changes to client service delivery; where transactional services are impacted the Workforce Planning Team is notified immediately.
- Escalate transactional service delivery issues to the Workforce Planning Team Leader to negate any impact to total service provision.

**Cohesive, teams of trained Personal Support Workers are developed**

- Build cohesive Personal Care Teams through induction, support, communication, performance monitoring and the implementation of retention strategies to deliver sustainable, professional and competent client service.
- Be pro-active in the resolution of team issues through strong telephone and face-to-face team meetings.
- Timely intervention to resolve complaint from the client and / or Personal Support Worker regarding performance and / or the work environment.
- Collaborative Client Service Officer management of Personal Support Workers where allocated to other teams / portfolios.
- Performance management and development of Personal Support Worker competency, professional behaviour, and ethical standards, escalating to the Team Leader where necessary.
- Identify requirement for 'Key Worker' within a cluster of service and develop proposal.

**Individualised needs of clients are well documented and reviewed in accordance with policies and procedures**

- Initiate application for emergency funding and/or revision to funding where a requirement exists to maintain appropriate client care.
- Maintain effective electronic and paper-based files in line with quality standards.
- Timely accurate development and renewal of brokerage service agreements.
- Quote for commercial service enquiries for eligible clients.
- Ensure all client and support worker documentation is in line with the Association's style guide.
- Works collaboratively with clients, stakeholders and colleagues to accomplish team and organisational goals.

**Proactive individualised operational strategies are implemented to meet desired service delivery outcomes**

- Negotiate client service packages with funding bodies and service purchasers to provide for sufficient service provision and appropriate care.
- Partnering with the Workplace Health and Safety Officer to implement safety management strategies for identified individuals.
- Contribute to Client Service Officer Planning Meetings to ensure continual improvements in service delivery.
- Stopping any unsafe work practice(s) that will put yourself or others at risk.
- Reporting hazards and/ or incidents in accordance with Spinal Injuries Policies and Procedures.

**Quality Management System**

- Adhere to all Spinal Injuries Association Policy and Procedures.
- Participate in internal and external audit processes.

**Other Responsibilities**

- Works collaboratively with clients, stakeholders and colleagues to accomplish team and organisational goals.
- As directed by Management.

**This role can approve and make decisions on...**

- Removal of Personal Support Workers from roster.
- Recommendation of disciplinary action or termination of Personal Support Workers.
- Booking of appropriate venues for team meetings.
- Raise QIR's for any non-compliance detected in accordance with the Spinal Injuries Association Continuous Improvement Procedure.
- Stop any unsafe work practice(s) that will put yourself or others at risk.

| Agreed by Employee | Date  |
|--------------------|-------|
| <hr/>              | <hr/> |

| <b>Key Selection Criteria</b> |   |
|-------------------------------|---|
| <b>Weighting</b>              |   |
| <b>4</b>                      | Experience in coordination and monitoring of human service programs to people within a community setting.                       |
| <b>5</b>                      | Experience in staff supervision, development, performance management and retention; can demonstrate team building capabilities. |
| <b>4</b>                      | Demonstrated experience in enabling and empowering people with disabilities to live the lifestyle of their choice.              |
| <b>5</b>                      | Strong communication skills and can demonstrate previous experience of negotiation, mediation and resolution of conflict.       |
| <b>4</b>                      | Demonstrated experience in the development and management of individual client service budgets and support plans.               |

#### **KEY SELECTION CRITERIA WEIGHTING SCALE**

| <b>Scale</b> | <b>Definition</b>   |
|--------------|---|
| 5            | Extremely important competency. Applicant must be able to demonstrate in-depth experience, skills/behaviours or knowledge to meet this criterion. |
| 4            | Very important competency. Applicant must be able to demonstrate specific experience, skills/behaviours or knowledge to meet this criterion.      |
| 3            | Important competency. Applicant must be able to demonstrate general experience, skills/behaviours or knowledge to meet this criterion.            |
| 2            | Desired competency Applicant must be able to demonstrate some experience, skills/behaviours or knowledge to meet this criterion.                  |
| 1            | Acquiring competency. Applicant must show willingness to acquire general experience, skills/behaviours or knowledge to meet this criterion.       |