



Better Connected Community Services Inc.
POSITION DESCRIPTION
CLIENT SUPPORT and DEVELOPMENT OFFICER

Position Title: Client Support Officer		
Classification: Schads award as per contact	Appointment status: 28 Hours Part time to be worked over Relief work at other branches of Better Connected when needed. <i>This position and the current hours of employment are dependent upon continued and adequate funding from the relevant sources.</i>	
Reports to: CEO Branch Manager	Direct reports: Social Support Workers Client Support workers Volunteers	
Key purpose: <ul style="list-style-type: none">To ensure that services provided to clients are focused on their individual needs. This includes co-ordination of services, working collaboratively with clients and families, future planning of services to meet client needs, implementing services according to approved care plan of consumer needs. Includes services provided under CHSP Social Support and Respite, Home Care Packages and NDIS.		
Responsibilities: <ul style="list-style-type: none">To ensure clients are supported during provision of services.To assist Branch Manager to support staff providing direct services to clients.To provide information and individual support to clients on a one-on-one basis to encourage their independenceTo undertake other tasks as required that are relevant to this position.To participate as a member of the Management Team.		
Capability requirements: <ul style="list-style-type: none">Comprehensive Knowledge of organisation policies and activities.Knowledge of the Aged Care Quality and Disability Standards.Knowledge of services provided under CHSP, HCP and NDIS.Demonstrated experience in working with aged people, people with disability and carers.		

- Associate Diploma qualifications in an appropriate discipline or less formal qualifications with specialized skills sufficient to perform at this level.
- Experience in conducting service provision assessments and developing care plans.
- Demonstrated experience in supervision and management of staff or volunteers.
- Excellent communication skills both written and verbal.
- Valid First Aid Certificate
- Valid Driver's License
- Computer skills relevant to the position
- An understanding and commitment to WHS

Duties and accountabilities

Duties	Key Accountabilities
Service Delivery	<ul style="list-style-type: none"> • Ensure that service provision is effective and efficient on a day to day basis in line with policy and procedures. • Ensure services are provided in a non-discriminatory manner based on age, religion, ethnicity, colour, sexual preference, disability, race, political standing or personality. • Client service provision, reassessments and care planning in conjunction with Branch Manager. • To provide services that are sensitive to the needs of people from CALD background or people with special needs. • To support clients and carers to participate in the service provided in order to maximise their satisfaction. • Inform clients and carers of any changes in service delivery. • Day to day communication with clients. • Handling client issues/individual client advocacy.
Human Resources	<ul style="list-style-type: none"> • To support and supervise direct service staff including orientation, training and work commencement direction. • To be available in an "on call" capacity as schedule requires. • Support and manage volunteers during program activities. • Develop responsive people management skills. • To ensure that all staff and volunteers are provided with information and training on policies and procedures that relate to the services they are providing. • Attend Management and Staff meetings.
Financial Management	<ul style="list-style-type: none"> • Assist with maintaining appropriate procedures for collection, banking and admin of financial matters in conjunction with the Financial Manager and Branch Manager. • Ensure that projects operate within budgets.

Service Development	<ul style="list-style-type: none"> • Support clients and carers with planning for future service provision by maintaining regular phone contact and home visits, providing written and verbal information. • Participate in external networking (eg interagencies) as needed. • Liaise with other agencies and health care professionals to ensure that the most suitable services are provided. • Publicise and promote services on a regular and ongoing basis. • Assist in raising the profile of BeConnected Community Services
Administration and Resources	<ul style="list-style-type: none"> • Collect program statistics and submit to Branch Manager. • Maintain appropriate and confidential records for clients and volunteers which comply with privacy legislation. • Assist with updating all information about the organisation including client and volunteer handbooks, brochures, newsletters etc. • Admin tasks and reporting as requested by the CEO or Branch Managers.

Signatures:

FOR THE EMPLOYER:

Name in full (printed): _____

Signature: _____

Date: _____ Position: _____

FOR THE EMPLOYEE:

Name in full (printed): _____

Signature: _____

Date: _____