

JOB DESCRIPTION

CLIENT SERVICE MANAGER

Job Title:	Client Service Manager
Job Type:	Fixed Term Permanent Full Time
Primary Location:	Suite L2, 255 Rawson Street, Auburn NSW 2144 or 70 Swanbrooke Street, Windradyne NSW 2144
Reports to:	CEO

Purpose

The Client Service Manager is responsible for the direct service delivery to people who have an acquired brain injury. The Client Service Manager will manage a team of Community Support Workers to flexibly meet the needs of our Clients within their allocated hours of service provision.

Scope

The Client Service Manager will work primarily in our office five days per week and at other times, determined. The role covers all facets of client and service coordination, including the management of a team of Community Support Workers who provide direct support to our Clients.

The position involves developing good working relationships and communication with our Clients, their families, employees and other stakeholders involved in meeting the Client's individual needs.

Key Result Areas

The outcomes expected for this position are:

- The client receives the support to meet their individual needs within their allocated hours of service provision.
- Community Support Workers are suitably trained and supported to provide quality care and choice to our Clients.
- Flexible care programs that promote independence for our Client's and support them to achieve their individual goals.
- maintenance of service delivery processes that communicate care, empathy and respect for our Clients

Key Responsibilities

- Develop, monitor and coordinate services to our Clients within their funding arrangements.
- Manage and develop a team of Community Support Workers including recruitment, training, supervision, competency assessment and support.

- Develop good working relationships and communication with our Clients, their families, employees and other stakeholders involved in meeting the Client's individual needs.
- Create, communicate and maintain fortnightly rosters, including filling shifts when required.
- Monitor and approve Community Support Worker's shift attendance.
- Provide 24 hours On-Call support and crisis management Monday to Friday each week and every sixth weekend.
- Promote independence and support Clients to achieve their individual goals.
- Develop and negotiate Service Agreements with Clients.
- Support Clients with judgment and decision making.
- Support Clients to access and engage in their chosen communities.
- Monitor client wellbeing and provide reports to the relevant bodies where appropriate.
- Write reports or recommendations regarding Client support needs for funding applications or reviews.
- Provide regular feedback to the Management Team.
- Maintain accurate records.
- Adhere to our quality management system and standards.
- Adhere to policies and procedures.

Performance Measures

- Client satisfaction, measured through feedback from Clients, employees and other relevant stakeholders.
- Professional competencies including meeting deadlines, maintaining client budgets, keeping accurate records, reporting and providing feedback.
- Completion of client programs and goals.

Organisational Relationship

- Work under general direction.
- Supervise Community Support Workers.

Extent of Authority

- Exercise a degree of autonomy, initiative and judgement.
- Control projects and/or programs.
- Set outcomes for Community Support Workers.
- Establish priorities and monitor work flow in areas of responsibility.
- Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required.

Job Requirements

Experience and Qualifications

- An appropriate diploma or tertiary qualification relevant to the work required to be performed.
- Previous experience in a relevant industry or service to undertake the range of activities required.

Ability to:

- take initiative and be self-directed
- work as part of a team as well as in isolation
- use appropriate verbal, non-verbal, written and electronic communications skills

- use computers and related technology efficiently
- document relevant information and keep records that are concise and up-to-date
- develop a good rapport with Clients and all relevant stakeholders
- coordinate a range of supports effectively
- exercise professional judgment
- respond flexibly and explore creative ways to meet Client's individual support needs
- set priorities and monitor work flows
- build client capacity to actively participate both socially and economically in their supports and community
- create and foster networks within the disability industry
- develop, forecast, budget and adhere to financial plans
- keep abreast of any policy changes and their implications to both organisation and Clients
- develop knowledge of and adhere to established work practices, policies and procedures
- develop knowledge of and adhere to statutory requirements
- understand the goals of the Organisation and implement them in the Client service manager role

Conditions:

- Driver Licence and use of a registered vehicle
- Working with Children Check (NSW)
- National Police Certificate

Special Features

This position will require on-call weekdays (on call allowance will be inclusive of the hourly rate) and rotating weekends. There will be some after-hours work in communication with Clients and Community Support Workers.

Award Classification

Social and community services employee level 5 - *Social, Community, Home Care and Disability Services Industry Award 2010*

Acknowledgement of Receipt

By signing below, I acknowledge that I have been provided with access to a copy of my job description.

I have read and understood my job duties and responsibilities. I further understand that I am responsible for the satisfactory execution of all the duties described therein, under all conditions as described.

Employee Signature: _____