



# eQuality Support

## Position Description

<b>POSITION TITLE:</b>	<b>CLIENT SERVICES MANAGER</b>
<b>CLASSIFICATION:</b>	Full-time (part-time or job share arrangement may be considered)  This role works as part of a 4-week rotating on-call roster, which involves responding to escalated staff calls, managing after-hours shift cancellations and/or swaps, or filling in for shifts where all other options have been exhausted.
<b>REPORTS TO:</b>	Managing Director, eQuality Support
<b>KEY RELATIONSHIPS:</b>	Direct Reports: a small team of Team Coordinators Oversees: Disability Support Worker (DSW) workforce in the region External stakeholders: clients and their families, business-to-business partners Collaborators: Business Support Office and all client related stakeholders
<b>EFFECTIVE DATE:</b>	January, 2022
<b>APPROVED BY:</b>	Mark vanHamond, Managing Director, eQuality Support

### Purpose:

The Client Services Manager is a staff-focused role that harnesses people, policy, and procedure to get the best from the region's workforce, ensuring smooth operations, and quality, person-centred service.

The role manages a small team of direct reports, ensuring their performance and efficiency in coordinating the DSW workforce to implement support programs for several clients in Supported Independent Living (SIL) homes spread across Ballarat and Geelong.

With the support of allied health specialists and business professionals, the role achieves positive outcomes for clients based on collaborative action. Likewise, it ensures the appropriate process, policy, and procedure is in place across the company to standardise good practice.

### Key Accountabilities:

#### Leadership and People

- Provide strong and clear leadership to a small team of Team Coordinators, strengthening their capacity to support the Disability Support workforce in your region/s, while ensuring smooth business operations and the provision of quality, person-centred client support.
- Coach and guide staff. Delegate tasks and provide supervision. Support people to reach their potential.
- Model leadership behaviour based on values of honesty, fairness, trust, courage, dignity, and care.
- Instil a culture that values wellbeing, safety, learning, and professional development across all eQuality Support sites.

#### Operations

- Oversee the quality of service and outcomes delivered by eQuality Support staff. Ensure NDIS compliance and up-to-date company policies. Work to standardise good practices and maintain documentation of procedure across systems.
- Oversee the "eQuality Support client experience" and monitor outcomes.

- Set client targets and oversee outcomes across all sites.
- Set operational targets annually and monitor outcomes monthly across all sites.
- Oversee staffing rosters in line with allocated budget, ensuring staff numbers and skill-mix are appropriately matched to client needs.

### Clients

- Respond and communicate effectively in a timely manner with clients, families, and funding bodies
- Collaborate with each client's stakeholders and consult clients, employees, families, and funding bodies in an inclusive and open manner.
- Oversee and ensure clients, their families, and significant others are always treated with respect and dignity by employees. Ensure client safety and privacy.
- Actively facilitate discharge and transition planning for new eQuality Support clients to ensure the highest quality services are provided to achieve the greatest outcome.

### Stakeholders

- Actively engage and collaborate with business-to-business partners to support client outcomes.
- Promote and appropriately represent eQuality Support to external agencies, providers, referrers, and clients and their families.
- Complete employee appraisals annually and ensure objectives are acted upon.
- Ensure any employee issues are effectively identified and managed with support from the Human Resources Business Partner.
- Actively participate and make a positive contribution to the eQuality Support Operations team meetings and the achievement of strategic objectives.

### Systems

- Embed NDIS practices including Person-Centred Active Support across all eQuality Support sites with consistent and efficient processes in place.
- Work in partnership with the Human Resources Business Partner to complete HR processes – such as recruiting supervision, appraisal and performance management - competently and consistent with eQuality Support policy.
- Ensure any complaints and/or incidents are reported on and resolved within required timeframes, in accordance with eQuality Support policies.

### Quality

- Actively participate in quality improvement and risk reduction activities and preparation for accreditation events.
- Maintain current knowledge, incorporate relevant professional standards into practice, and adhere to eQuality Support policies and procedures.
- Participate in relevant professional development activities including mandatory and non-mandatory training.

### Governance

- Ensure all sites remain compliant with all relevant legislation and service agreements.
- Oversee and ensure all eQuality Support policies and procedures are consistently complied with in accordance with legislation and common law governing practice.
- Comply with all Work Health and Safety guidelines ensuring a safe and healthy work environment - and safe systems of work - in consultation with employees. Identify, investigate, and control hazards. Assist in the management of employees returning to work after illness or injury in line with company and legislative requirements.

**Other**

- Perform all other duties and tasks as assigned.

**Authority:**

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**Operations**

- Set and monitor client targets and act upon outcomes.
- Monitor the client experience and act upon outcomes.

**Clients and Stakeholders**

- Engage with clients and stakeholders to build / maintain effective relationships with eQuality Support.
- Delegate daily care of clients to appropriate Team Coordinators, or similar, and Disability Support Workers.

**Leadership**

- Create context and purpose for people's work.
- Seek their contributions.
- Approve their work plans.
- Make decisions.
- Monitor and review outcomes.
- Coach.

**Managing People**

- Recommend creation of new roles, select staff.
- Veto selection.
- Recognise and review performance.
- Assign tasks.
- Initiate removal from role.

**Governance**

- Act on relevant operations policy and compliance requirements.
- Review effectiveness of relevant eQuality Support operations systems.

**Outcomes and measures:**

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1. Develop staff capacity through coaching and supervision.
2. Up-to-date policy, procedure, and systems.
3. Client targets and experience.
4. Effectiveness of relationships with clients and other stakeholders.
5. Contributed to achieving the desired culture.
6. Met governance obligations.
7. No harm to people.

## Key Capabilities:

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### **Knowledge & Experience**

- A tertiary qualification in a social science or a related discipline, or equivalent experience.
- 3-5 years' experience in a similar management role, preferably in disability or residential care.
- Working knowledge of at least one of Mental Health, Community, Disability, Aged Care or Health Sciences sectors.
- Understanding of quality and risk concepts including WH, infection control.
- NDIS Worker Screening Check.
- Current First Aid & CPR Certificate.
- Current Police Check.
- Current Working with Children's Check.
- Available to participate in 'out of hours' activities as required.
- Current Victorian driver's license.

### **Skills & Attributes**

- Proven ability to effectively manage and lead a diverse workforce.
- Excellent written and verbal communication skills.
- Excellent personal organisation, time management, ability to identify and prioritise, and willingness to be flexible.
- Reliability, honesty, and integrity.
- Demonstrated ability to problem solve, use initiative, and manage crisis situations.
- Demonstrated people management skills and experience collaborating with Human Resources.
- Demonstrated experience overseeing operations and client services, using strategic guidance, coaching, policy, and system reform to support the workforce's delivery of high-quality service.
- Flexible and collaborative by nature, with a can-do attitude to support the variety of tasks.
- A strategic thinker and leader who promotes active engagement of staff.
- Demonstrated computer literacy skills and can lead the effective use of a range of online platforms and data insights to maximise client services.

### **Benefits**

- Friendly and supportive team.
- Opportunity to work in regional Victoria in a rewarding industry.
- Growing company with a values-based culture and good work/life balance.
- Learning and development opportunities.
- Equal opportunity employer.
- Free counselling through an Employee Assistance Program.

**NOTE: Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.**

**POSITION DESCRIPTION AUTHORISED BY**

Manager Signature	Manager Print Name	Date
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Director Signature	Director Print Name	Date
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**EMPLOYEE ACKNOWLEDGEMENT**

*I hereby acknowledge that I have received a copy of my Position Description and have read and agree with the duties and responsibilities that have been outlined. I also acknowledge statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.*

Employee Signature	Employee Print Name	Date
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