

# Client Services and Support (CSS) Coordinator Position Description

## About ACNA

Our charter says...

Access Care Network Australia provides assessment, coordination and case management services to connect eligible people with supports that build on their strengths.

But don't let the jargon fool you. We're in business to change lives. We do that by helping our clients (and their families) get the support they need to live life their way.

### What makes us tick?

Simple. We want people to be their best.

But at ACNA this isn't something we just write on a poster: 'being our best' is a way of life. It's our credo. It's a life-long personal commitment to be...

Always learning

Always growing

Always sharing

We can only achieve when our teams are truly reflective of the diverse communities we serve. The more diverse and inclusive our teams are, the better we are at serving people from every background.

## About the role

As a Client Services and Support Coordinator with ACNA you will be part of our story of steady and sustainable growth and will join us to deliver our purpose and share our values. You will bring your commitment to wellness and holistic, strengths-based client work to this role by screening clients for eligibility, allocating referrals to Assessors and/ or Service Providers and by liaising with clients, carers, referral sources, service providers and health care professionals. Working autonomously whilst enjoying the connection to your team of fellow CSS Coordinators as you support our client's to be their best and achieve the best possible outcomes for them. This role reports to the CSS Team Leader.

### Key Responsibilities:

- Receive inbound calls from existing clients, new clients, service providers, referrers, external stakeholders and ACNA team members (including Assessors, Case Managers, Interviewers & Team Leaders).
- Provide support to ACNA Managers, Team Logistical Leads, Senior Clinical Leads, Assessors, Case Managers and Interviewers by assisting in processing of documentation such as referrals.
- Screen clients for eligibility of assessments and/or interviews and/or support plans.
- Schedule assessments for Assessors/Case Managers/Interviewers in negotiation with clients, carers, MAC representatives, workplace representatives and RACF representatives to ensure quality and timely assessments are carried out.
- Analyse staff availability and rounds allocated to ensure the most efficient use of resources with minimal travel where possible for frontline team members in the community (such as Assessors, Case Managers and Interviewers).
- Maintain data integrity to ensure all information is entered and stored accurately.
- Seeking guidance from Senior CSS Coordinator and/or Team Leader – Client Services and Support as appropriate.
- Escalating complex issues to the CSS Team Leader as appropriate.
- Engaging in learning activities that support continuous professional development.
- Following guidance and sharing information as outlined on the organisational chart reporting structure.
- Contribute to the broader quality focus of ACNA.

### Key Accountabilities:

As a Client Services and Support Coordinator your measures of success and Key Performance Indicators (KPIs) for this role will include, but are not limited to:

- Measurable quantitative metrics such as average After Call Work (ACW), number of interactions handled, number of assessments/interviews/facilities scheduled, number of referrals processed, data and information accuracy, occupancy, productivity and adherence to roster.
- Measurable qualitative metrics such as Customer Satisfaction Scores.

- Working as a member of the CSS team to achieve ACNA program KPIs (contractual and non-contractual).
- Attendance and meaningful contribution to team meetings
- Working in line with ACNA's policies and procedures
- Demonstrating our values in all you do and, in every interaction
- Incidents, compliments and complaints logged in an accurate and timely manner within our incident management database

## Capability Expectations

To be successful in this role, Client Services and Support Coordinators must demonstrate:

- An ability to follow direction, work independently, and as part of a team
- effective organisation, time management and administration skills
- excellent communication skills with a variety of stakeholders, including clients, families, providers, your team, and managers
- an ability to communicate clearly and effectively with people experiencing complexity through their circumstances, health and/or ageing journey
- an ability to respond to changing circumstances that may arise
- working safely and encouraging others to do so

## Flexibility Expectations

100% of ACNA's roles require our staff to be flexible from where they work each day to the projects they are working on. Examples of this flexibility are:

- **Location:** The location of your work is an ACNA office, with flexibility to work from your home office in negotiation with your manager. You may be required to travel to other ACNA sites as negotiated with you.
- **Support** with surge in other projects: We may ask you to cross-skill in other programs to temporarily support busy-times (also known as surge requirements).
- **Mobility and Progression:** We encourage and support career mobility and progression to other roles in ACNA and encourage all of our staff to consider such options when they are on offer or needed.

## Quality, Health and Safety

All members of the ACNA team are responsible for their participation in quality and safety activities within the context of the role. This includes (but is not limited to) improvement actions such as audits, reviews, quality and assurance measures and drills that result in improvements to client care, staff knowledge and the consumer experience.

All duties must be performed in accordance with ACNA Policies and Procedures including the relevant Work Health and Safety legislation, Equal Opportunity legislation and relevant State Health Code of Conduct.

All ACNA team members are also responsible for promoting a positive safety culture by following all reasonable instructions relating to their own or another person's safety. This includes (but is not limited to):

- Provision of supervision to people under their direction
- Taking actions to avoid, eliminate or minimise hazards
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work
- Report all incidents/hazards/injuries and
- Use Personal Protective Equipment as required and directed
- Complete all mandatory training during the induction period

## Minimum Mandatory Requirements

### Compliance requirements

- National Police check
- Reference checks
- Pre-placement health questionnaire
- VEVO right to work
- Influenza Vaccination for current flu season
- COVID-19 vaccination and currency of booster