

Position Description

Role Title	Client Services Coordinator
Reporting To	Manager
Direct Reports	Client Engagement Officer
Award Classification	Level 5, Social, Community, Home Care & Disability Services Award 2010
Hours	38 per week 7.30am to 3.45pm
Probationary Period	Six months
Location	On-site at 1 Gribble Place, Blacktown

Position Purpose

The Client Services Coordinator provides a welcoming and efficient first point of contact for new clients or their representatives, and together with the broader team, maintains continuing and consistent client contact so that clients are supported through their relationship with Blacktown Meals on Wheels. The position is responsible for client enquiries and assessments, onboarding new clients, offboarding clients, the end-to-end process with My Aged Care (MAC) and the client function on BMOW's Customer Relationship Management system (CRM). This position oversees and supports the work of the Client Engagement Officer.

Key performance measures for this role include:

- Level of customer service
- Contribution to the achievement of contractual requirements
- Effectiveness and efficiency of client intake systems and procedures
- Currency and accuracy of client database
- Compliance with Workplace Health and Safety policies and procedures
- Contribution to teamwork.

Targets for these performance measures may be set on a periodic basis.

Key Responsibilities & Main Activities

Client Intake & Support

- Provide an efficient, welcoming first point of contact for current and potential clients, enabling clients to access and receive services as required.
- Provide clients or their representatives with correct information about all available services.
- Undertake an initial basic assessment of client needs after considering the MAC Client Support Plan and MAC approvals.
- Educate clients and their representatives about services, rights, and responsibilities.
- Prioritise client intake and start date for services based on client need and MAC recommendations.
- Schedule home visits for first deliveries to new clients to be undertaken by the Client Engagement Officer in accordance with procedures.
- Schedule home visits when required based on MAC Client Support Plan and MAC recommendations.
- Schedule and undertake annual client re-assessments.
- Make and record follow-up calls to all clients if no order has been received for 4 weeks.
- Refer clients to other services, i.e. Carefinder where appropriate.
- Onboard new clients and update MAC and the CRM.
- Review inactive clients and offboard as needed, updating MAC and the CRM.
- Accurately maintain all statistical data in the CRM ensuring that all fields are completed.

Administration

- Maintain currency and accuracy of Client Welcome Packs.
- Supervise Client Engagement Officer in accordance with the organisation's policies and procedures.
- Review all client intake, reassessment and client information documents on an annual basis.
- Provide necessary information to Finance and the Packing Room for new and exiting clients.
- Place clients on a Run in the correct order to facilitate efficient and timely meal deliveries.
- Provide informative, accurate and relevant information for the BMOW newsletter each month.
- Attend to general administrative duties.

Organisational Participation

- Maintain a broad awareness of the regulatory and policy aged care environment.
- Communicate respectfully and professionally with clients, volunteers and staff.
- Assist with functions and events as and when required.
- Provide back-up support for other role during periods of leave as required.
- Participate in staff meetings and professional development activities.
- Maintain a high level of discretion and confidentiality in relation to client needs and services in line with the privacy act and BMOW policies.
- Contribute to the culture of ongoing organisational development and improvement.

- Comply with the organisation's policies and procedures.
- Adhere to requirements of the Department of Health, Disability & Ageing such as the Code of Conduct.
- Care for your own health and safety and that of others, and report any workplace health and safety issues to the Manager.
- Undertake other duties within the scope of this role as directed.

Blacktown Meals on Wheels Services Inc is an Aged Care Provider funded by the Department of Health, Disability & Ageing

Selection Criteria

Essential

- Relevant qualifications in the community services, welfare or related field or equivalent relevant experience in the community sector
- Demonstrated experience working with community, volunteer or charity organisations
- Well-developed interpersonal skills with the ability to empathetically interact with a wide range of clients and stakeholders
- Good problem-solving skills with a solutions-oriented approach
- Excellent organisational and time management skills with the ability to prioritise and manage multiple work tasks
- Strong attention to detail
- Effective team player
- Excellent computer skills, use of client management systems and Microsoft 365

Desirable

- Knowledge of the Support at Home and Commonwealth Home Support Program funding streams
- Experience managing a small team

Role Requirements

- Current driver's licence
- Current police check or willingness to get one