

Position Description – Client Services Engagement Coordinator

Position Title:	Client Services Engagement Coordinator
Work Location:	Morwell and some travel across Headway Gippsland sites
Employment Conditions:	Permanent/ Casual/ Short Term
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 Level
Tenure:	Short Term Contract Length / Delete
Position Reports To:	Client Engagement & Quality Team Leader

About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community

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About the role: Client Services Coordinator

The Client Services Coordinator, provides a dedicated rostering and support role for both staff and participants of Headway Gippsland. The Client Services Coordinator role is predominantly office based, but will occasionally travel to various regions of Gippsland to engage and consult with our outreach workers and participants, alongside our management team.

KEY RESPONSIBILITIES

The key functions of this role include:

Rostering and shift control/coverage, administration, central contact point and direct support to outreach workers (life skills officers) including supervision and performance review support.

The Client Services Coordinator will provide day to day organisation of services through effective rostering, system administration, interpersonal relationships and reporting. This role will enable us to provide high quality, consistent service with minimal interruption to our participants, even in the event of cancellations, incidents or absences. The role will achieve these outcomes by preparing diligent, informed, accurate and timely rostering week to week, and ensuring last minute coverage (not already resolved by staff), is attended to and remedied in an efficient and confident manner to mitigate any impact to our participants.

Previous experience in scheduling or rostering and detail-oriented data management is required. They will be tasked with managing large volumes of information and complex considerations in their daily routine - from leave schedules, unexpected absences, new client intakes to be resourced and staff queries or incidents. They will be challenged with ensuring that all considerations are made to generate rosters that reflect the needs of our clients, their provisioned plan and budget, and the circumstances around availability of our team members. Additionally, they will be tasked with not only learning and actioning rostering in our CRM.

The Client Services Engagement Coordinator will ensure full compliance with documentation and uploading of all documentation to the CRM. They will provide excellence in customer service and be a first line contact for staff and participants. The role will be based in Morwell with some travel to Headway sites as well as areas in Gippsland for promotional events.

Rostering and Coverage duties may include:

- Weekly roster generation for our Life Skills Officers prepared in advance with regard for management instructions, leave, illness, resource limitations and plan provisions
- Efficient and appropriate response to urgent and priority cancellations, replacement and coverage of shifts to minimise interruption of services to Headway Gippsland participants
- Quality management of time keeping including; Checking timesheets, looking for consistency with login and log out times, lateness trends or early finishes, and their consistency with provisioned time in participant plans as well as Headway CRM
- High degree of accuracy, attention to detail and reliability in the rosters and arrangements made
- Communication of rosters, changes and considerations to staff in an engaging, efficient and clear manner

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Reporting directly to the Client Engagement & Quality Team Leader, the Client Services Coordinator provides us with an active 'on the ground' liaison and central point of contact between our employees' experience and management decisions. It provides an efficient pathway for the escalation of issues or incidents to our management team in real time, allowing our team to receive timely and appropriate responses and support in a more efficient manner.

Central point of contact / Direct support duties may include:

- Receipt and proper escalation and administration of incidents, enquiries from staff or risks to management or appropriate team members
- Thorough follow up of actions and queries, ensuring all staff are accountable and consistent with assigned actions
- Actively engage with our outreach team members through at least quarterly visits to regions, for the purpose of information sharing, policy updates and process improvements. This will likely occur in partnership with the Client Engagement & Quality Team Leader or members of Management
- Act as a liaison between Management and staff, and vice versa with regards to feedback, culture input, complaints and conflict management and performance development
- Provide direct supervision support as instructed by the Manager, including probationary reviews and performance development planning and review processes for our Life Skills Officers
- Support with recruitment activities - shortlisting support, attendance to interviews and working directly with our Operations Manager on recruitment administration requirements, or other related activities.
- Some travel to Headway sites as well as areas in Gippsland for promotional events and expos.

From day-to-day support queries, supervision and performance review discussions (with training) and escalation of actions for management, this is an important investment for our business and culture.

Excellent administration is a key focus of this role, including participant note taking and correspondence with all levels of staff. The person appointed to this role will be previously experienced in autonomous administration roles, self-organisation and prioritisation. They will work independently for large parts of the day, be responsive and reliable, and demonstrate the values and behaviours expected within the Headway Gippsland Code of Conduct and policies.

Administration duties may include:

- Coordination of our Life Skills Officers Dashboard - ensuring ongoing compliance with our mandatory checks in partnership with our Client Engagement & Quality Team Leader and Management.
- Administration of inductions, recruitment, training, probationary assessments, performance development and compliance as directed by the Manager
- Reporting of trends, issues and incidents on a regular and ad hoc basis to improve visibility of employee experience, staffing/resource risks and items escalated for action
- Incident reporting and follow up with appropriate escalation
- Organisation of staff training per Headway Gippsland's Training Plan or Management instructions, working with the Admin Officer to administer bookings, staff attendance and planned actions, in consultation with other relevant staff and management

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This role is a trusted trouble-shooter and operates with a high level of autonomy. They will need to be a high integrity, organised and effective individual, ideally with previous experience and a demonstrated history in consultation, supervision processes and balanced, informed, solution-based support. They will understand the careful balance of being in at times confidential, complex and sensitive positions, and will know when appropriate to escalate urgent and serious matters for action. Confidentiality and professionalism are essential to the role.

Client contact

- Provide an efficient, welcoming point of contact for actual and potential participants, carers and related parties, enabling participants to access and receive professional services from Headway
- Effectively manage face to face and telephone participant contact and relay accurate content to our CRM system and participant files
- Handle emergency participant situations and matters with appropriate urgency, empathy and professionalism to provide quality professional services.
- Demonstrate an appropriate level of verbal and written communication skills, to assist participants and provide a high level of quality service to participants,
- Administer all professional correspondence with our participants in a time-efficient and organised manner, in the timelines committed

Confidentiality and Data Management

- Ensure all data-entry regarding clients and administration is input to our participant Relationship Management System (CRM) in a timely manner
- Demonstrate awareness and understanding of administrative standards as well as applicable policies and procedures including references to the NDIS, confidentiality and participant rights

Policies, Procedures and Systems

- Adhere to, and comply with Headway organisational policies, processes and procedures, using appropriate systems where required.
- Model the organisation's values, play a role in raising the profile of these values and associated behaviours, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

Continuous Improvement

- Demonstrate commitment to the objectives of the team, and organisation and show considerable drive and effort in achieving work and organisational goals.
- Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, and organisational goals.

Other

- Perform additional duties from time to time, as required by management or as stipulated in individual performance development plan

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REPORTING

Line Manager:	Client Engagement & Quality Team Leader
Manages:	Provides supervision, performance review and probationary assessment to LSO's
Key Stakeholders:	Planning and Support Teams, Administration, Management and other staff
External Liaison:	Participants and interested parties/ services

KEY PERFORMANCE INDICATORS (KPI'S)

- Generation of accurate, timely and effective rosters within the required timeframes
- Relay of rosters and information to our systems, and through excellent communication with our staff and clients
- Mitigation of cancellation or service interruption through efficient coverage response where cancellations occur
- Provision of an efficient, effective and welcoming point of contact for staff, as well as actual and potential clients with complex needs.
- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work
- Demonstrated commitment to diligence, thoroughness, follow up and completion of complex or time-consuming tasks
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support administration processes
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions

KEY SELECTION CRITERIA (KSC)

- Extensive experience in complex administration required, preferably in rostering, scheduling or coordination of teams.
- Proven experience in responding to at times complex inbound calls and email correspondence, delivering high quality customer service to both internal and external customers
- Demonstrate a high level of skill in dealing with clients with complex needs in a supportive, empathetic and effective manner. Previous experience in relevant disability /industry is highly desirable
- Demonstrated ability to remain problem solve and make effective decisions where there are competing priorities, with excellent attention to detail
Competent in the Microsoft Office suite and the ability to pick up new programs and business systems with ease.

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Compliance requirements for Employment Eligibility


Your employment is conditional on the provision of the following mandatory compliance items:

1. A “Clear” NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Driver’s License
4. Comprehensive Car Insurance
5. Proda Access

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

Approved

Name	Debbie Lee
Position	Operations Manager
Signature	
Date	

Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	