

Position Description – Client Services Intake Coordinator

Position Title:	Client Services Intake 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 <i>Headway Gippsland proudly pay above Award conditions</i>
Tenure:	Short Term Contract Length / Delete
Position Reports To:	Operations Manager

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 Intake Coordinator

The Client Services Intake Coordinator is an important member of our team, providing a dedicated intake and support role for participants of Headway Gippsland. The Client Services Intake Coordinator role is predominantly office based, but will occasionally travel to various regions of Gippsland to engage and consult with our participants, alongside our Management team and OHS Coordinator.

KEY RESPONSIBILITIES

The key functions of this role include:

To proactively manage all referrals and promote the services of Headway Gippsland Inc. by ensuring that all participants or their nominees enquiries are responded to promptly. Conduct the intake interview with the participant or their nominee and ensure full understanding of overall plan and the processes to follow and direction to services that meet their needs is given.

The Client Services Intake Coordinator will be responsible for the input of information to CRM for all intake/referrals and updates received including detailed set up of participants and booking of funds through PRODA for plan managed participants and obtaining/documenting verbal consent. Complete all supporting documentation required including Service Agreements, Schedule of Supports for 1:1 supports, Plan Management, Social Groups and referrals to the Support Coordination Management team. Ensure all Home Safety Checklists are completed for participants utilising 1:1 supports and portal access has been created for external providers. Ensure follow up and notification to participants for plans that are expiring including contact with NDIA if required.

Provide monthly reporting to support coordinators of any outstanding documents and ensure all participants or their nominees have returned all required documentation. Monthly reporting of incoming requests/renewals and extensions to be provided to Executive Team. Exit calls to be completed for all participants wishing to leave Headway Gippsland Inc.

This role is held to a high degree of trust and autonomy at Headway Gippsland, at times in sensitive and confidential circumstances. 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
- Management of incoming phone, email and general correspondence as well as public enquiry in person, in the service of plan managed participants of Headway Gippsland
- 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

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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).

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

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

REPORTING

Line Manager:	Operations Manager
Manages:	Nil
Key Stakeholders:	Planning & Support Teams, Administration, Management and Headway Gippsland internal teams as appropriate
External Liaison:	Participants and interested parties/ services

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KEY PERFORMANCE INDICATORS (KPI'S)

- Increase number of participants across all services
- 100% of provided documentation is up to date and added to CRM, including new and renewable plans
- New referrals are contacted within 1 working day
- Service bookings are completed within Proda with 24hours and are 100% accurate
- All participants contacted 2 months prior to plan end date
- All service agreements at signed by participant or verbal consent documented within the CRM

KEY SELECTION CRITERIA (KSC) – Please address within your application for this opportunity

1. Previous disability sector experience
2. High attention to detail and processes
3. Proficiency in Microsoft office suite
4. High organization and communication skills, both written and verbal
5. Highly motivated with the ability to work with minimal supervision
6. Effective time management and the ability to complete tasks in a timely manner
7. Willingness to be flexible in duties performed

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. Level 2 First Aid
6. CPR Training
7. 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

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Approved

Name	Debbie Lee
Position	Operations Manager
Signature	<div style="text-align: center;"> X <hr style="width: 30%; margin: 0 auto;"/> </div>
Date	

Incumbent Statement

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

Name	
Signature	
Date	