



# Position Description

## Client Services Coordinator

### Position description

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<b>Position title</b>	Client Services Coordinator		
<b>Status</b>	Full Time or as negotiated		
<b>Location</b>	Multicap Tasmania		
<b>Salary</b>	Commensurate with experience		
<b>Industrial Agreement</b>	Common Law Contract		
<b>Reporting to</b>	Business Development & Client Engagement Manager		
<b>Date approved</b>	July 2024	<b>Position Number</b>	PD09

### Working environment

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#### Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

#### Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

#### Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.



## Position summary

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This position forms part of our Business Development and Client Engagement Team. Members of this team are responsible for and accountable for specific responsibilities. Additionally, members of this team will be required to work collegially and collaboratively with staff across other teams, including our Finance team and Service Delivery, to ensure the provision of high quality and efficient services.

This role requires key organisational and service skills which include being pro-active, responding quickly to identified issues, managing all stakeholders (internal and external) effectively and being able to effectively communicate and build confidence in Multicap Tasmania as an organisation. Occupants of this role will be required to develop, implement, monitor, and report on key deliverables, including progress on actions and initiatives, within their assigned responsibilities. They will require a detailed understanding of contemporary service delivery within a person centred services environment, including but not limited to a detailed understanding of the National Disability Insurance Scheme.

At this level, the employee is required to operate under limited direction and exercise managerial responsibility for various functions within the organisation, which includes:

- proactively leading organisational change within an assigned area of responsibility through the development, implementation, monitoring and reporting of approved operational plans.
- being involved in establishing and implementing operational procedures which support the effective and efficient management of organisational resources, and the provision of a safe working environment for staff, visitors and clients.
- being involved in the formalisation/establishment of programs, procedures and work practices within the organisation and is required to provide assistance to other employees and/or departments.
- being responsible for decision-making and the provision of expert advice to other areas of the organisation, with the expectation to undertake coordination of major work initiatives with a good understanding of the long-term goals of the organisation.

## Service objectives

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To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment.
- Efficient follow through of any tasks until completion or as otherwise agreed with by the manager or delegated staff.
- Consideration, understanding and respect for clients and their families.
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff.
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs.



- An understanding of the recording processes and a sound knowledge of computers with the ability to guide staff through the processes.

## Level of responsibility

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Employees at this level will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to exercise a degree of autonomy, with delegated authority to undertake require projects and/or functions; and assisting in liaison and coordination with other services and programs whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under limited guidance of the employee's immediate supervisor.

## Supervision

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The employee at this level works under limited directions, may operate within established routines, methods, standards and procedures or may be required to develop new routines, standards and procedures and is expected to exercise initiative. The employee is responsible for managing time, planning and organising their own work and meeting organisational deadlines as and when required.

The employee at this level may be required to supervise employees and/or volunteers.

## Key tasks and duties (including Key Performance Indicators)

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The Client Services Coordinator manages intake and planning services for Multicap Tasmania clients. The Client Services Coordinator focuses on the needs of individuals and their families and works to ensure that their needs and expectations are met within their approved funding. The management of the delivery of these supports (and the staff delivering those services) is outside the scope of this position.

The position includes client intake and the development of person centred planning that should ensure Multicap Tasmania deliver high quality support services for all clients who receive supports from the National Disability Insurance Scheme, or through the Commonwealth Department of Health Continuity of Support program, or through the State Government Funding Agreement, or any other agreements that may be agreed from time to time with the incumbent.

Within this context the responsibility extends to all aspects of client service intake, planning, and review, with a primary goal of ensuring high quality, person centred supports are in place for each client.



Responsibilities include:

- Sector Engagement – the incumbent of this position will be required to actively engage with key organisations and external stakeholders, nurturing strategic relationships and building opportunities for Multicap Tasmania.
- Networking, Self-Development and Industry Awareness – the incumbent has responsibility for ensuring that they are able to network and liaise with other providers and across the sector, and maintaining an awareness of issues, developments and best practice.
- Responsibility for ensuring that there are service agreements in place, programs and supports agreed to within the service agreement are being provided, and that regular monitoring and evaluation of service provision is undertaken and supported by appropriate documentation.
- Undertake client intake meetings including the preparation of service agreements, quoting for services, and undertaking NDIS Portal bookings within allocated funding provided to the client.
- Assist in the coordination of plan reviews for Multicap Tasmania clients as required.
- Responsibility for managing and maintaining client records including effective utilisation of Multicap Tasmania's client management system, MYP.
- Service Quality – this responsibility extends to ensuring a smooth handover occur to Service Managers who have responsibility for ensuring that all services operate within the quality guidelines and framework of the organisation, and in the provision of services that meet the service requirements of DHHS (for Tasmanian Government funded services), the NDIS (for NDIS funded services) or for any other organisation.
- Service Responsiveness – this responsibility extends to ensuring that supports provided and/or activities provided are planned and delivered to meet client demand, through active engagement with clients including but not limited to Client Satisfaction Surveys.
- Staff Support and Development – this responsibility includes provision of leadership and training for staff who may be implementing person centred plans. This requirement includes any interventions necessary to ensure staff support is provided in accordance with client support plans, and that staff are aware of, and follow, organisational policies and procedures.
- Other duties as assigned.

### **Key Performance Indicators (KPIs)**

- Based on Key Tasks, developed annually as part of the Operational Planning process.
- Client Intake – client intake processes are managed effectively and efficiently, and thorough, bringing together a holistic view of the client so that supports can be implemented effectively, with appropriately trained staff and a comprehensive support plan.
- Client reviews – regular reviews occur with all assigned clients according to organisational expectations (currently at 3 and 9 months of service delivery) and occur in a meaningful way to confirm/amend the nature of existing supports as well as plan for future supports.
- Build and maintain strong relationships with clients and stakeholders ensuring a high level of engagement and satisfaction.

- Documentation – Ensuring ongoing and regular feedback on individual client’s support needs, progress and future needs are effectively captured by all team members through designated reporting mechanisms.
- Adherence to processes that support financial sustainability – ensure all required agreements are in place, and actioned (i.e. service agreements, service bookings) prior to service delivery)
- Confidentiality – Site leadership responsibility for ensuring that clients and staff information confidentiality is maintained.
- Compliance – Site leadership responsibility for ensuring Organisational policies and procedures are adhered to, including the Code of Conduct
- WHS – Site coordination role for maintaining a safe working environment.
- Contribution to team - Participate in team based and other service coordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops.
- Self-Development – Actively participate in self development activities.

## Qualifications

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- Diploma with substantial experience; or
- Attained through previous appointments, service, and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

## Selection criteria

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### Essential

1. Extensive knowledge and/or experience of contemporary service delivery for people with disabilities, including the National Disability Insurance Scheme.
2. Demonstrated commitment to ensuring organisations policies and procedures are effectively implemented across services/programs.
3. Demonstrated ability to analyse and evaluate client needs and work with internal and external stakeholders to ensure that client needs are met.
4. Demonstrated high level of interpersonal and communication skills including ability to build and maintain relationships, negotiate and resolve conflicts.
5. Ability to build networks across the sector.
6. Ability to create a cooperative, valued and safe workplace environment.
7. Well-developed time management skills and the ability to prioritise tasks and actions as appropriate.
8. Awareness of strengths and weaknesses and a commitment to continuous improvement.

### Desirable

1. Knowledge of the Tasmanian Disability Services Act 1992 and legislated standards



### Requirements

9. Current Tasmanian Driver Licence
10. Current Registration to Work with Vulnerable Persons ('Working with Children' Check)
11. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module

## Signatures

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### Signed for and on behalf of the organisation

Name \_\_\_\_\_

Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

### The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.

I further acknowledge that my duties may be varied from time to time.

Name \_\_\_\_\_

Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_