



# eQuality Support

## Position Description

<b>POSITION TITLE:</b>	Client Services Officer
<b>CLASSIFICATION:</b>	Full-time - this role will also work part of a monthly rotating on-call roster
<b>LOCATION</b>	Torquay – covering Geelong region
<b>REPORTS TO:</b>	Client Services Manager, eQuality Support
<b>KEY RELATIONSHIPS:</b>	Client Services, Disability Support Workers, Clients, Allied Health & Support Coordinators, Client's families
<b>EFFECTIVE DATE:</b>	May 2023
<b>APPROVED BY:</b>	Belinda Diamond, Senior Manager of Client Services

### Purpose:

In this people focused role, the Client Services Officer will be responsible for maintaining an environment that supports positive relationships with clients and their stakeholders to achieve client goals and ambitions.

Working with the Client Services Manager to supervise and develop a localised team of highly engaged Disability Support Workers, while overseeing client health, wellbeing, and encouraging choice and control.

### Key accountabilities:

#### Client engagement

- Oversee the day-to-day operation of the Supported Independent Living (SIL) programs.
- In collaboration, develop and promote a team-based approach to deliver client centred care and services.
- Collaborate with clients, fostering an understanding of their needs and aspirations to explore options and develop actions that best meets their support needs.
- Advocate internally and externally to ensure systems and services protects the rights of the clients and give greatest client control over decision making.
- Promote capacity building and social inclusion to maintain and promote independence.
- Day to day communication and supervision of Disability Support Workers.
- Monitor and ensure appropriate and timely resolutions of client complaints and issues.
- Assist and support clients through their transition to eQuality Support.

#### Administration

- Manage incoming calls providing accurate information and appropriate referral as required.
- Respond to Disability Support Workers and internal teams in a timely manner as required.
- Review client shift notes as required.
- Ensure all client diaries are up to date with any appointments and/or reminders.
- Ensure that updates and news provide current and relevant information.
- Provide administrative support to the Client Services Manager and the Senior Manager of Client Services.

- Perform regular audits within clients' homes to ensure policy and procedures are being followed, and that there is consistency across programs.
- Monitor and finalise incident reports within a timely manner, ensuring all information is recorded correctly and the need for further investigations are reported to the Client Services Manager.
- Ensure that all maintenance and/or stock requests are actioned within a timely manner.
- Work in collaboration with the Recruitment and Onboarding Officer to conduct Disability Support Worker interviews.
- Take part in a rotating on-call monthly roster.

### **Training & development**

- Provide effective leadership and foster a positive workplace culture where Disability Support Workers feel engaged, empowered, supported, and encouraged to think and act with a person-centred approach.
- Deliver high quality training and shadow shifts to new Disability Support Workers.
- Work in collaboration with the Clinical Specialists to ensure that all Disability Support Workers are trained with the relevant client specific qualifications.
- Ensure all training documents are current and reflective of the clients support needs.

### **Workplace health & safety**

- Maintain the work environment in a safe, clean, and tidy manner.
- Ensure that incidents and hazards are reported immediately using designated procedures to an appropriate staff member and/or management.

### **Other**

- Perform all other duties and tasks as assigned.

### **Outcomes and measures:**

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1. Service delivery is consistent with the vision, mission, and values of eQuality Support.
2. Service user satisfaction levels are maintained and increase with improvement strategies.
3. Incident reports are followed up and closed out in a timely manner.
4. Maintenance and stock requests are followed up in a timely manner.
5. Shift note follow ups are actioned in a timely manner.
6. New Disability Support Workers are trained on shift within one week of their induction.

## Key Capabilities:

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### Knowledge and experience

- Minimum Certificate 4 qualification in relevant area e.g., Disability, Community Services or Aged Care.
- Minimum 2 years relevant work experience in aged care or a disability support provider.
- Understanding of quality and risk concepts including work health and safety and infection control.
- Victorian driver's licence.
- Current first aid and CPR certificate.
- Current NDIS Workers Screening Check.

### Skills and attributes

- Proven ability to provide quality support to clients.
- Excellent written and verbal communication skills.
- Excellent personal organisation and time management skills.
- Good initiative and the ability to identify and prioritise tasks, and a willingness to be flexible.
- Commitment to customer service and supporting clients to enhance independence and meet personal goals and support social interaction.
- Reliability, honesty, and integrity.
- Demonstrated ability to problem-solve, use initiative, and manage crisis situations.
- A high-level of computer literacy (e.g., Microsoft Office, Outlook, Teams, Smartsheet).

### Benefits

- Friendly and supportive team.
- Opportunity to work in regional Victoria in a rewarding industry.
- Growing company with a values-based culture and good work/life balance.
- Learning and development opportunities.
- Equal opportunity employer.
- Free counselling through an Employee Assistance Program.

**POSITION DESCRIPTION AUTHORISED BY**

**NOTE: Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.**

Manager Signature	Manager Print Name	Date
		/ / .
Director Signature	Director Print Name	Date
		/ / .

**EMPLOYEE ACKNOWLEDGEMENT**

*I hereby acknowledge that I have received a copy of my Position Description and have read and agree with the duties and responsibilities that have been outlined. I also acknowledge statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.*

Employee Signature	Employee Print Name	Date
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