



eQuality Support - Position description

POSITION TITLE:	Client Services Officer – Geelong
CLASSIFICATION:	Full-time – this role will also work part of a monthly rotating on-call roster
REPORTS TO:	Client Services Manager, eQuality Support
KEY RELATIONSHIPS:	Disability Support Workers, Clients, Client Services and Clinical teams, People Experience, Allied Health & Support Coordinators, Client’s families
EFFECTIVE DATE:	February, 2024
APPROVED BY:	Belinda Diamond, Senior Manager of Client Services

Company values:

- **Act with integrity:** Honesty, and our strong moral and ethical principles, provides the foundation for all our disability services. We are committed to promoting mutually respectful relationships between our employees and clients, that are built on experience and trust.
- **Make a difference every day:** Having a fulfilled life is all about being present in the moment. We build strong relationships with clients to help them overcome barriers, along with developing strength and courage to embrace and enjoy life. Our focus is on finding positive ways to make a difference every single day.
- **Treat everyone equally:** Equality means that we treat everyone fairly and with respect. We understand that some groups and individuals require specific needs, and we are fully committed to supporting these individuals to live the life they choose.
- **Passion:** Passion is at the heart of our company and inspires us in everything we do. It’s the difference our team brings to work every day.

Purpose statement:

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

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

Key responsibilities:

1. **Client engagement**

- Oversee the day-to-day support needs of our clients in Supported Independent Living (SIL) programs.
- 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.
- Assist and support clients through their transition to eQuality Support.

2. **Administration**

- Respond to Disability Support Workers and internal teams in a timely manner as required.
- Review client shift notes and action follow ups as required.

- Ensure all client diaries are up to date with appointments and/or reminders.
- Ensure client 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 policies and procedures are being followed, and that there is consistency across programs.
- Monitor and finalise incident reports in a timely manner, ensuring all information is recorded correctly and the need for further investigations are reported to the Client Services Manager.
- Ensure all maintenance and stock requests are actioned within a timely manner.
- Assist the Recruitment and Onboarding Officer to conduct Disability Support Worker interviews.
- Take part in a rotating on-call monthly roster.

3. Training & development

- Deliver high quality induction training and shadow shifts to new Disability Support Workers.
- 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.
- Work in collaboration with the Clinical Coordinators to ensure the Disability Support Workers are trained with the relevant client specific qualifications.
- Ensure all training documents are current and reflective of the client's support needs.

4. 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.

5. Other

- Perform all other duties and tasks as assigned.

Outcomes and measures:

- 1. Do no harm to people.**
- 2. Team morale and engagement:** Monitor the level of morale and engagement among the Disability Support Workers, as it can impact their performance and the quality of services provided.
- 3. Timeliness of administration tasks:** Incident reporting, shift note follow ups, maintenance, and stock requests.
- 4. Team performance:** Evaluate the overall performance of the team of Disability Support Workers, including their adherence to policies, processes, efficiency, and effectiveness in delivering support services.
- 5. Quality of support:** Assess the quality of support provided by the team, including the level of support, professionalism, and adherence to best practices.
- 6. Training effectiveness:** Evaluate the effectiveness of the training programs provided by measuring the knowledge and skills acquired by the Disability Support Workers.
- 7. Client outcomes:** Measure the progress and improvements achieved by clients, including but not limited to increased independence, improved well-being, or attainment of specific goals.
- 8. Communication effectiveness:** Effectively communicate with Disability Support Workers, clients, their families, and other stakeholders, ensuring clear and accurate information exchange.

Key capabilities:

Knowledge & 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 license.

- Current first aid and CPR certificate.
- Current NDIS Workers Screening Check.

Skills & 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).

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.

POSITION DESCRIPTION AUTHORISED BY		
Manager Signature	Manager Print Name	Date
		/ / .
Director Signature	Director Print Name	Date
		/ / .

EMPLOYEE ACKNOWLEDGEMENT		
<i>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.</i>		
Employee Signature	Employee Print Name	Date
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