



**CLIENT SERVICES MANAGER**

**JOB & PERSON SPECIFICATION**

**OCTOBER 2020**

<b>POSITION DETAILS</b>	
<b>Position Title</b>	<b>Client Services Manager</b>
<b>Contract Agreement</b>	Level 6 (Social, Community, Home Care and Disability Services Industry Award 2010)
<b>Reports to</b>	Senior Client Services Manager
<b>Delegations</b>	Direct Reports <ul style="list-style-type: none"> <li>• Client Services Assistants</li> <li>• Support Workers</li> <li>• Students and Trainees; and</li> <li>• Volunteers</li> </ul>
<b>Special Working Conditions</b>	<ul style="list-style-type: none"> <li>• Must have DHS Screening Clearance acceptable by Lutheran Disability Services</li> <li>• Must be prepared to work over a 7-day period, including weekends and evenings for relief and other on-call emergencies</li> <li>• Current SA unrestricted "C" class driver's licence or P2</li> <li>• Must be prepared to work in a variety of work locations</li> </ul>
<b>Significant Working Relationships</b>	Role is required to develop and maintain effective working relationships with a variety of internal and external stakeholders including families.
<b>POSITION SUMMARY</b>	
<p>This position ensures the effective delivery and operations of Client Services at Lutheran Disability Services (LDS) by leading a team of support staff consistent with LDS policies and business direction. The aim of this role is to operationally manage and provide leadership to a medium to large sized team through employee development, implementation of strategies that will ensure valued outcomes for clients.</p> <p>Key Result areas include but are not limited to;</p> <ul style="list-style-type: none"> <li>• Ensure LDS client service delivery practices meet disability service standards, best practice and legislative requirements.</li> <li>• Ensure the implementation of an individualised approach through ongoing appropriate administration of Individual Lifestyle Plans (ILP) to support contemporary and appropriate tools used by direct reports.</li> <li>• Provide sound leadership and direction to direct reports in operational, administrative and disability industry matters.</li> <li>• Inspire, motivate, coach and evaluate performance and provide feedback to direct reports.</li> <li>• Monitor staff diversity to ensure there are appropriately skilled and qualified staff to deliver high quality services to individuals by meeting the physical, emotional and social needs for clients supported by LDS.</li> <li>• Ensure appropriate allocation of resources, rostering and logistics to efficiently deliver client services within client expectations and staffing parameters.</li> <li>• Ensure administrative systems are utilised, procedures adhered to and appropriate documentation is maintained to meet quality and compliancy standards.</li> <li>• Ensure quality of service through effective communication with clients and/or client nominees and facilitate a positive customer service experience during the process.</li> </ul>	
<b>KEY RESPONSIBILITIES</b>	
<b>Client Service Delivery</b>	<ul style="list-style-type: none"> <li>• Engage all professional resources available to ensure best outcomes for clients including:               <ul style="list-style-type: none"> <li>○ Person centred approach to all planning.</li> <li>○ Encouragement of independence for all clients.</li> <li>○ Preservation of dignity, respect, rights and responsibilities.</li> <li>○ Exercised duty of care whilst allowing clients to take reasonable risks.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Contributes to health, safety and wellbeing in the workplace.</li> <li>• Assist clients to develop and maintain personal, social and spiritual relationships which enhance their presence as a valued member of the community.</li> <li>• Oversee the development and maintenance of Individual Lifestyle Plans and monitoring of goals established.</li> <li>• Ensure positive behaviour tools and other professional resources are engaged to best manage client behaviours.</li> <li>• Develop and implement client relationship approaches.</li> <li>• Ensure complex needs and expectations are addressed effectively through expert's professional practice.</li> <li>• Ensures client relationship, confidentiality and complaints processes are in place and are regularly reviewed.</li> <li>• Liaise with health, other professionals and Government Departments regarding services to clients as required.</li> <li>• Use feedback mechanisms to assess client services standards.</li> <li>• Ensure complaints are constructively addressed according to LDS policy and procedure.</li> <li>• Communicate with clients and/or client nominees effectively and according to policies and procedures.</li> <li>• Other tasks as directed by senior management.</li> </ul>
<p><b>People Leadership</b></p>	<ul style="list-style-type: none"> <li>• Forecast and identify recruitment needs to ensure appropriate staffing levels are available for service provision.</li> <li>• Responsible for the recruitment, selection and induction of new support staff.</li> <li>• Work with human resources to ensure a positive on boarding experience.</li> <li>• Provide continuous feedback to employees and perform yearly employee development evaluations for all direct reports and delegate this responsibility where appropriate.</li> <li>• Maintain an appropriate mechanism for professional development, staff training and education; for the ongoing development of individual performance management and development outcomes.</li> <li>• Identify learning needs and provide coaching and feedback, sharing knowledge and information to support team direction.</li> <li>• Has systems in place to ensure work is completed to expected standards.</li> <li>• Provides operational guidance to the Client Services Assistants and the team.</li> <li>• Makes operational decisions that are sound and consistent with service and customer requirements.</li> <li>• Sets objectives for Client Services Assistants and the team and has monitoring systems in place to ensure objectives are being met.</li> <li>• Leads a team with different tasks such as the delivery of a variety of multiple and/or complex individual services.</li> <li>• Ensure adherence to key policies of LDS including restrictive practices and positive behaviour support.</li> <li>• Other tasks as directed by senior management.</li> </ul>
<p><b>Client Case Management</b></p>	<ul style="list-style-type: none"> <li>• Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs.</li> <li>• Ensure and maintain confidentiality for all clients.</li> <li>• Write reports and keep records as required.</li> <li>• Other tasks as directed by senior management.</li> </ul>



<b>Stakeholder Management</b>	<ul style="list-style-type: none"> <li>• Communicate effectively to engage and establish rapport with clients and team members.</li> <li>• Promote, facilitate and model positive collaboration between external groups and LDS.</li> <li>• Develop flexible communication techniques that encourage positive engaging relationships.</li> <li>• Develop a network of relevant contacts to resolve work issues.</li> <li>• Acquires basic negotiation techniques in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.</li> <li>• Effectively manage relationships with staff, customers and families.</li> <li>• Other tasks as directed by senior management.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Maintain effective communication and relate professionally with families, advocates, friends, the community and other professionals.</li> <li>• Develop a supportive environment that fosters open communication, innovative problem solving, responsible risk taking, and performance accountability within appropriate position delegations.</li> <li>• Other tasks as directed by senior management.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensures all reporting and administrative matters are addressed to meet team and LDS requirements.</li> <li>• Facilitate site inductions for new employees and shadow shifts when required.</li> <li>• Other tasks as directed by senior management.</li> </ul>

**PEOPLE MANAGEMENT**

- Provide leadership, supervision, performance review and development plans, performance management and promote effective working relationships with employees.
- Maintain effective management and accountability structures that support continuous improvement.
- Lead processes that support operational requirements and meet legislative and contractual requirements.
- Provide advice to senior management around trends that can impact upon service delivery and funding.

**CAPABILITIES AND BEHAVIOURS**

- Ability to thrive in a fast-paced and team orientated environment.
- An ethical approach which demonstrates a high degree of personal integrity and credibility, supporting LDS values.
- Encourage a collaborative culture where staff are engaged, working towards a shared goal.
- Ability for creative problem solving, decision making and conflict resolution.
- Ability to motivate, mentor, coach and influence others.
- Ability to use a range of communication techniques to effectively handle complex, sensitive matters involving a range of people including clients and/or client nominees, employees and other stakeholders.
- Ability to provide support to higher level roles depending on skills and abilities.
- Share knowledge and information and contribute to professional team meetings.
- Schedule own work and contribute to work planning.
- Competent ability to observe and analyse effective work place practice and service provisions.
- Ability to comply with LDS conditions of employment, specifically the Code of Conduct, Confidentiality Agreement, Bullying and Harassment and other policies and procedures.
- Ability to adhere to the legislative requirements of the role, including but not limited to the WHS Act, Equal Opportunity Act and Anti-Discrimination Act.
- Be physically and mentally capable and present themselves in a fit state to conduct their duties at all times.
- Must be willing to attend training and development programs as directed.
- Behave consistently in line with organisation values, policy and procedure.



- Ensure organisation's image and reputation is maintained and that the vision, mission and values of LDS are endorsed at all times.
- Be willing to work out of hours to meet specific requirements on occasion.

#### LDS EXPECTATIONS

- Work within LDS Values
  - Faith
  - Empowerment
  - Excellence

#### SELECTION CRITERIA

##### ***Knowledge and Experience:***

- Experience in working with people with Disabilities and/or Community services is favourable.
- Practical knowledge of strategies available to assist with managing complex disability client needs in supported accommodation.
- Ability to develop, oversee and maintain Individual Lifestyle Plans and other person centred planning tools.
- Sound Knowledge of restrictive practices within person centred services.
- Professional understanding of people with disabilities and methods of assisting them to be valued members of the community.
- Detailed knowledge of Disability Service Standards and relevant legislation.
- Demonstrated ability to develop and maintain strategic relationships at the operational level.
- Ability to communicate effectively with a wide range of people and ability to resolve team issues with effective use of interpersonal skills.
- Demonstrated ability to provide leadership, coaching and training to achieve an effective team of employees.
- Experience in mentoring and training employees to learn and develop skills and knowledge.
- Experience in employee performance management, employee review processes, mentoring, and training and development.
- Experience in contemporary Human Resources practices and their application to a variety situations.
- Demonstrated ability to understand and manage budgets.
- Understanding of WH&S and Duty of Care principles.
- Understanding of principles of the Equal Opportunity Act and Disability Discrimination Act.
- Demonstrated ability to effectively manage time and prioritise tasks.
- Strong verbal and written communication skills.
- Experience in Community and/or NFP organisations would be highly regarded.
- Knowledge and commitment to the human rights of people with a disability (UN Convention).
- Demonstrated proficiency in working with Microsoft suite and customer management systems.

##### ***Qualifications:***

- A relevant tertiary qualification and/or equivalent experience.
- Bachelor of Developmental Education (Disabilities), Management or equivalent (Desirable).
- Where required for practice, registration with professional body maintained.
- First Aid Certificate.



## HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.