
Position Description

Client Services Manager

Context

THE AGENCY

ADEC

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

Vision

Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.

Mission

The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.

THE CLIENT SERVICES DEPARTMENT

The Client Services department delivers core support to ADEC participants, their carers and families who require home and community supports through the Aged Care and NDIS Support programs; and other community access and support through the Specialised Support Services (S3).

The Client Services Department also manages a Support Workers section that recruits and maintains a pool of trained support workers for employment predominantly by the Aged Care and NDIS Support programs

Position

ROLE

The Client Services Manager has responsibility for ADEC service delivery under the following programs:

- My Aged Care.
- NDIS Support – this program includes Disability Support, NDIS Appeals, and NDIS Plan Management.
- Specialised Support Services (S3).
- Support Workers.

The Client Services Manager undertakes promotion, management and supervision within their department; and is a member of the Management group.

DUTIES

Manage assigned programs within the Client Services department to ensure they deliver effective, compliant services to ADEC clients.

Coordinate all ADEC program activity between programs within their department.

Support program coordinators/supervisors to meet the Quality Improvement and compliance requirements of their programs.

Prepare annual operational plans and budgets for the managed programs and conduct reviews to ensure that they meet the expressed needs of participants.

Complete staff appraisals and performance reviews as required under ADEC procedures.

Prepare and submit reports as required to management and funding authorities, ensuring an emphasis on management and outcome reporting.

Undertake specific projects or other duties as directed by the Executive Director (ED).

RESPONSIBILITIES

Complete all required administrative tasks and maintain all required accountability data.
Participate in management and staff planning meetings.
Ensure that staff adhere to all appropriate policies, procedures and systems.
Attend at least two Board meetings each year.
Develop strategic partnerships with other organisations as appropriate.
Operate within allocated budget.
Explore funding opportunities and alternatives, and contribute to the writing of submissions.

KEY PERFORMANCE INDICATORS

The Client Services Manager's performance will be measured against the following criteria:

- Maintaining required levels of appropriately qualified and effective staff within programs.
- Ensuring that program staff are managed in accordance with the requirements of current industrial legislation and ADEC policies.
- Satisfactory results from regular evaluation of programs to ensure that they are meeting clients' needs and program objectives; and that they comply with relevant Quality standards, policies, and practices.
- The quality and success of policy submissions to government and other stakeholders.
- Achievement of outcomes required by funding authorities.
- Contribution to the development of strategic and operational plans, and level of participation in the business of the ADEC Management Team.
- Promotion of activities that lead to access and utilisation of services.
- Development of relationships with partnering agencies and other external providers in a way that will ensure expansion of services.

KEY SELECTION CRITERIA

Essential

At least two years' experience as manager of a program or organisation responsible for delivering Home Care Packages to Aged Care clients.

Knowledge of, and experience in, the NDIS and other services in the disability sector.

Previous experience of managing multiple teams.

Capacity to work with a diverse range of people, including people with disability, ethnic communities, service providers and funding bodies.

Demonstrated commitment to ADEC's philosophy of bridge building/integration/empowerment in service delivery.

At least three years' experience in an equivalent management position.

Capacity to design, deliver and evaluate innovative programs or projects that will achieve the objectives of the programs.

Knowledge of key HR legislation and its application – eg. National Employment Standards, interpretation of awards, Work Cover arrangements, handling complaints.

Marketing and promotion skills.

Ability to work in a management team, take direction from the ED, and to supervise others.

Capacity to promote and market services effectively.

High level of oral, written, and negotiation skills.

Ability to use electronic data collection and reporting systems.

Ability to develop partnerships and collaborations.

Excellent time management skills.

Desirable

Knowledge of NDIS, My Aged Care and Advocacy guidelines and principles.

Appropriate qualification and/or experience in an equivalent position.

Previous experience of working with people with disability.

Experience of budget preparation and expenditure tracking.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

Employment Terms and Conditions

AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 7. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.
- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.