

# Position Description

## Client Service Coordinator, Langwarrin



<b>Position</b>	<b>Client Service Coordinator, Langwarrin</b>
<b>Team</b>	Langwarrin Group-based programs
<b>Employment Type</b>	Permanent, Full Time
<b>SCHADS Award</b>	Level 5
<b>Hours</b>	1 EFT - 38 Hours Per Week
<b>Location</b>	Langwarrin <i>From time to time the incumbent may be requested to work from, or be based at, other MiLife-Victoria sites and from home</i>
<b>Reports to</b>	Executive Manager – Client Services
<b>Effective Date</b>	January 2022

### 1. Position Overview

The Client Service Coordinator, Langwarrin plays a pivotal role in overseeing the day to day management and ongoing development of group-based programs at MiLife-Victoria’s Langwarrin site.

### 2. Position Objective

Provide leadership, mentoring and guidance to a team of highly skilled disability support staff and ensure that high quality client outcomes are delivered.

### 3. Key Responsibilities

The key responsibilities include but are not limited to:

- Providing leadership, supervision and support to the staffing team, including a focus on team development and growth
- Leading a high performing team which meets or exceeds Key Performance Indicators and achieves practice excellence including high quality customer service to clients and stakeholders
- Coordinating workforce planning activities (including rostering) and undertaking recruitment activities
- Collecting and analysing key participant and performance data and reporting

- Overseeing and approving quality control of staff administrative activities
- Undertaking budget management responsibilities
- Managing part-time direct care shifts as required
- Deputising for the Area Manager as required
- Participating in relevant committees, reference groups and forums as required
- Maintaining up to date knowledge of relevant services and NDIS policies and procedures
- Complying with and contributing to implementation of all organisational policies and procedures
- Taking responsibility for Occupational Health and Safety in the workplace

#### **4. Key Selection Criteria**

1. Certificate IV Disability or equivalent
2. Demonstrated experience in leading, coaching and mentoring teams and high-quality people management
3. Ability to be accountable for own and other's performance. Ability to use professional judgement and make decisions in complex situations
4. Strong and clear communication skills, both verbal and written; proactively provides follow up as needed and can communicate sensitively and effectively
5. Excellent administration skills with high attention to detail and commitment to continual improvement of processes and procedures
6. Highly developed organisational, time management, negotiation, problem solving and budgeting skills
7. Ability to develop processes and skills in data collection and analysis
8. Strong understanding of risk management
9. Excellent stakeholder relationship management skills and ability to provide high quality, professional customer service
10. Knowledge of and experience in delivering NDIS services

Previous experience managing NDIS services will be highly regarded.

#### **5. Additional Information**

- MiLife-Victoria is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory NDIS Safety Screening and Working with Children Check.
- It is essential that employees hold a current Driver's Licence.
- MiLife-Victoria offers generous salary packaging benefits.
- All offers of employment at MiLife-Victoria are subject to a six-month probationary period.
- MiLife-Victoria is committed to providing a safe, healthy and friendly working environment
- MiLife-Victoria prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- MiLife-Victoria expects all employees and volunteers to understand and behave in line with the organisation's purpose, values and code of conduct.

I have read, understand and accept the above Position Description for MiLife-Victoria – Client Service Coordinator, Langwarrin

Signed \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_