

## Position Description

**Position Title:** Client Administration Manager

**Department:** Client Services

**Reports to Position:** General Manager Client Services

**Direct Reports:** Team of 4 (minimum)

### Guide Dogs Queensland Values

All employees are required to conduct all activities in a manner consistent with our CARES values:

**C – Committed**

**A – Accountable**

**R – Respectful**

**E – Ethical**

**S – Successful**

### NDIS Risk Assessed Role

*Managers to complete risk assessment – please select:*

Key Personnel Role ☐ Yes ☒ No

Delivery of support/services to clients ☐ Yes ☒ No

More than incidental contact with clients ☒ Yes ☐ No

### Portable Long Service Leave

This role is entitled to Portable Long Service Leave.

### Position Overview

The primary function of this role is to lead customer service and administration to facilitate a high level of care to people who are blind or vision impaired in Queensland. This service must meet the needs of the individual, Guide Dogs Queensland (GDQ), National Disability Insurance Scheme (NDIS) and other service standards in alignment with the business and strategic plans of GDQ.

The Client Administration Manager (CAM) is responsible for overseeing the day-to-day functioning of the Pathways Team. The role is a hands-on role and includes scheduling and billing support to various staff to ensure the smooth running of our services. Through the development and refinement of systems and processes, the CAM will ensure efficient and smooth service delivery and general operations to support the needs of clients and our multidisciplinary team.

This position is part of the Client Services Leadership Team (CSLT) and works closely with other leaders to ensure the delivery of high quality, person-centred services for clients.

This role offers diversity and the opportunity for a reasonable level of accountability for a person who can demonstrate initiative, good decision making and who enjoys working in an environment of continuous improvement.

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### Essential Functions and Responsibilities

#### Administration

- By example, lead the Pathways team in providing prompt, professional and respectful customer service to clients, volunteers, staff, and all external organisations.
- Manage the efficient and effective operation of systems and processes for client intake, triage and assessment, information collection, timely service delivery, invoicing and follow-up, including the co-ordination and administration of engagement of clients, vendors and practitioners.
- Provide ongoing planning, co-ordination, monitoring, and evaluation of client service delivery and implement opportunities for improvements whilst meeting regulatory expectations.
- Manage budget and organise both group and residential activities/programs. This includes resource allocations of allied health and rostering support staff and rooms. Provide accurate and timely reports on activities against agreed key performance indicators.
- Scheduling of allied health team appointments and regional trips across Queensland to maximise client service delivery and achieve KPIs as agreed with the GMCS in alignment with the business and strategic plans of GDQ.
- Support the other members of the CSLT to manage prioritisation and allocation of client programs including regional trips.
- Liaise regularly with other GDQ team leaders to facilitate and maintain effective communication and teamwork.
- Manage all NDIS & other invoicing, batching and electronic claims including accounts receivable management.
- Coordinate Client Services stock control management.
- Carry out data analysis and reporting as requested by the GMCS in relation to client service delivery and budget management.
- Monitor stationery and other building supplies.
- Ensure all reporting and correspondence is of a high quality and meets the needs of clients, referring agents, healthcare providers and other stakeholders.
- Identify, develop and implement opportunities to maximise grant and fee for service income and service promotion opportunities.
- Work effectively in a fast-paced environment, and collaboratively with all GDQ staff, including technical teams and external providers.
- Participate in and lead project work in consultation with CSLT.

#### Governance

- Understand, practice and achieve effective governance to prevent incidents, manage risk, enable accreditation and accountability of quality of care and have the systems in place to optimise opportunities.

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- Maintain understanding of, and strict adherence to, legislative and regulatory frameworks covering specialist service delivery including but not limited to; NDIS, and privacy and confidentiality; and keep up to date with the changing nature of service provision.
- Review IT systems for efficient operation for client data capture, reporting, and billing with various agencies; and liaise with IT and project support services to promptly address malfunctions and opportunities for improvement.
- Monitor workplace health and safety within the facility.
- Ensure the service adheres to quality standards and in conjunction with the Quality department, develop and implement quality assurance and client satisfaction programs.
- Review and update policies and procedures as required.
- Lead audit preparations on behalf of the Client Services Department.
- Support the Grants, Quality and Finance teams to ensure that all grant disbursements and acquittals comply with the terms of the grants as well as the mission, values and strategic plan of GDQ.

### Staff Management

- Support continuous professional development programs for staff in consultation with the GMCS.
- Manage the team effectively with an emphasis on providing timely and appropriate communications; as well as setting performance goals, conducting regular reviews and applying performance management as required.
- Participate and assist in the education of GDQ staff, volunteers and/or clients as appropriate.
- Contribute to the development and effective operation of the clinician workforce in conjunction with CSLT.
- Design and deliver the work area induction within the Client Services Department in consultation with CSLT.
- Actively participate in cross-skilling of team members and assist as required to enable continuity of administration and service delivery.
- Collaborate and communicate effectively with team members to ensure positive outcomes for clients and the greater team.

### Stakeholder Management

- Build effective networks and relationships with stakeholders, including clients, staff, referral sources, allied health services, the community and government funding bodies.
- Work collaboratively with relevant staff to develop and facilitate effective client communications strategies and activities to inform, attract and retain clients.

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### Other Duties and Responsibilities

- Other related duties as required and requested by the GM Client Services from time to time.
- Participate in personal development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

### Supervisory Responsibilities

Pathways and Support Worker team

### Knowledge and Skills

#### Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.

### Knowledge, Skills & Previous Experience

- Previous work experience in a similar practice role or setting within the health or disability sectors.
- Strong working knowledge of and/or experience working with the NDIS and other Government funding schemes.
- Invoicing and debtor management experience.
- Excellent written communication and report writing skills.
- Demonstrated advanced Microsoft Office skills including data analysis using Microsoft Excel.
- Excellent research, record keeping, analytical and problem-solving skills.
- Sound organisation, time management and prioritisation skills.
- Exceptional interpersonal and communication skills, including the ability to relate to persons of all ages and gender, including those with a disability.
- An empathy for working with and assisting persons with a vision impairment.

### Personal Attributes

- Mature and professional manner, along with excellent presentation.
- Trustworthy and reliable
- Ability to exercise discretion and maintain appropriate levels of confidentiality.
- Flexible: able to adapt to changing circumstances, embrace change and be comfortable with a degree of ambiguity.

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- Enjoy working collaboratively with others to achieve common goals and engender a culture of teamwork.
- Equally able to work independently and without close supervision or direction on a day-to-day basis.
- High degree of emotional intelligence, including, in particular, skills in active listening, empathy, problem solving and conflict resolution.
- Demonstrate a commitment to learning and ongoing professional development, both personally and organisationally

## Desirable

- Qualifications in disability, finance or business administration.
- Experience with Lumary/Salesforce, Xero or Netsuite
- Experience in the Not for Profit and/or public health sector.
- Experience with grant acquittals

## Working Conditions and Environment

This position is based at GDQ Headquarters, Bald Hills. The position is of a clerical nature with a considerable amount of time spent at a desk and operating computer equipment. Occasional intra-state and interstate travel may be required for this position.