



## Position Description

**Position Title:** Client Services Coordinator

**Department:** Client Services

**Reports to Position:** Pathways Practice Manager

**Direct Reports:** Client Services Accounts Officer

### 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

### Position Overview

- The Client Services Coordinator (CSC) works to provide professional and confidential administration services to support effective service delivery ensuring that our provision of services is perceived as accessible and welcoming.
- The role will provide scheduling and billing support to various clinical staff to ensure the smooth running of our services. It is essential the person in the role provides excellent customer service by being pleasant, courteous, highly professional and able to interact with a wide and diverse consumer group.
- The CSC will develop, plan and prepare group and residential programs and activities for GDQ clients of all ages and abilities within budget and to funding availability.
- The CSC will work proficiently in a fast-paced environment, and collaboratively with all GDQ staff, including allied health practitioners and external providers.
- The CSC also applies sound project management skills to ensure projects are completed on time to a high standard.
- The CSC will act as Team Leader during periods of leave of the Pathways Practice Leader.

### Essential Functions and Responsibilities

- The provision of excellent, accurate, and timely customer service – external clients and internal clients (Allied Health Team & Dog Services Team).

## **Position Description**

- Provide supervision, leadership and performance management of the Pathways team to meet operational and strategic goals, and monitor other administration roles within the broader team as required.
- Provide PA and administration support to the Pathways Practice Leader.
- Scheduling of Allied Health Team appointments, classes, camps, residential & regional trips across Queensland.
- Provide ongoing planning, co-ordination, monitoring and evaluation of all aspects relating to the office, and implement improvements/changes where necessary.
- Monitor Medicare, DVA and Private Health debt collection in conjunction with Pathways Practice Leader.
- Coordinate stock control management in conjunction with the Warehouse.
- Co-ordinate all office facility maintenance.
- Implementing, updating and documenting office policies and procedures.
- Ensure effective and confidential management of client medical records.
- Carry out data analysis and reporting.
- Participate in and lead project work in consultation with Client Services leadership.
- Provide input to the continuous improvement of Client Services processes.
- Undertake Client Services finance tasks as required, including invoice processing and related financial process.
- Actively participate in cross-skilling of other Client Services team member roles, and provide cover as required to enable continuity of administration and service delivery.
- Planning, developing, preparing and delivering group and residential programs and activities for GDQ clients of all ages and abilities within budget and to funding availability.
- Maintain documentation to evaluate client participation rates, outcomes, barriers, ongoing needs, etc.
- Develop and promote a monthly L&L Calendar for promotional opportunities.
- Coordinate opportunities for clients to access and participate in community-based activities.
- Budget for activities, programs and resource allocations and manage group and residential program information against milestones and expenditure.
- Develop run sheets and staffing requirements.

## **Position Description**

- Provide accurate and timely reports to Management against agreed key performance indicators.
- Collaborate and communicate effectively with team members to ensure positive outcomes for clients and the greater team.
- Develop and maintain collaborative working partnerships with external organisations and other disability service providers, aged care providers, schools, peak organisations, and relevant others to encourage engagement, resource sharing and productive partnership opportunities.
- Maintain continual education and knowledge on the NDIS and other funding opportunities, changes, legislative information, etc.

## **Other Duties and Responsibilities**

- Maintain the strictest confidentiality whilst dealing with personal and sensitive information and providing value added services across the GDQ team.
- Other duties as required.
- Participate in professional 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**

Client Services Accounts Officer

Support workers

Volunteers

## **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.
- Demonstration of previous work experience in a similar role, preferably

## **Position Description**

in a disability, medical or allied health setting.

- Diploma of Business Administration, Community or Disability; or equivalent qualification or knowledge gained through work experience.
- A strong client focus including empathy, patience and understanding.
- A broad understanding of the NDIS in Australia.
- Demonstrated scheduling experience supporting multiple roles.
- Experience researching, designing, budgeting for, and implementing innovative group programs in a competitive market.
- Excellent phone manner and customer service skills.
- High level administration skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines with a high attention to detail and accuracy.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Demonstration of previous work experience managing internal projects.
- Excellent time management.
- Proactive approach to work.
- Adaptability and flexibility to changing work environments and operational requirements.
- Demonstrated intermediate Microsoft Office skills, particularly Microsoft Excel.
- Exceptional written and verbal communication skills.
- Ability to work effectively within a team to achieve goals.

### **Desired:**

- Knowledge of NDIS processes and invoicing
- Experience in invoicing and accounts receivable.
- Working knowledge of Medicare and other health billing systems.
- Knowledge of Salesforce – Lumary/Skedulo
- Knowledge of Xero
- Knowledge of Netsuite

### **Working Conditions and Environment**

The position is based at Guide Dogs Queensland Head Office in Bald Hills. The position works in a general clerical capacity, working at a computer station, using a phone, and computer equipment.