

Position Description

Position Title: Regional Client Liaison Officer

Department: Client Services

Reports to Position: Pathways Practice Leader

Direct Reports: Nil

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

Provide prompt, professional and confidential administration services to support effective service delivery ensuring that our provision of services is perceived as accessible and welcoming.

Ensure clients and staff are the primary focus of the administration service and are provided with accurate information, within adequate set timeframes and provide quality assistance.

Use project management skills to ensure ad hoc projects are completed on time to a high standard.

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. Work proficiently in a fast-paced environment, and collaboratively with all GDQ staff, including allied health practitioners and external providers.

Essential Functions and Responsibilities

- The provision of friendly, accurate, and timely customer service – external clients and internal clients (Allied Health Team).
- Operate as part of the administrative team to meet operational and strategic goals and monitor other administration roles within the broader team as required.

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- Provide prompt and professional client intake and triage services in alignment with Client Services processes, generating referrals.
- Coordination and administration of engagement of clients, vendors and practitioners.
- Reception duties at the Townsville Office, meet and greet visitors and clients supporting all staff activities.
- Maintain accurate and up to date client records on the Client Database for client services and equipment, including scanning and uploading of files.
- Data analysis and reporting.
- Scheduling for Practitioners including travel plans.
- Project Management and project work in consultation with Client Services leadership.
- Maintain and update Townsville office petty cash and reimbursement.
- Undertake Client Services finance tasks as required, including invoice processing and related financial process.
- Maintain and update all WH&S documentation for the Townsville office as per instructions of the GDQ WH&S Advisor.
- Maintain and update all Townsville Office first aid kits, plan, run and document all evacuation and lockdown practises, complete quarterly site safety reports.
- Co-ordinate all Townsville office facility maintenance, including relationship management of cleaning contract and pest control.
- Collaborate and communicate effectively with team members to ensure positive outcomes for clients and the greater team.
- Actively participate in cross-skilling of other Pathways team member roles, and provide cover as required to enable continuity of administration and service delivery.

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 related 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.

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- 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

Nil

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 in an Allied Health or Medical setting.
- 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 communication skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Adaptability and flexibility to changing work environments and operational requirements.
- Excellent phone manner.
- Excellent Customer Service skills.
- Proactive approach to work.
- Strong written and verbal communication skills.
- Ability to work effectively within a team to achieve goals.
- A strong client focus including empathy, patience and understanding.
- Demonstrated intermediate Microsoft 365 skills, in particular Word and Excel.
- Demonstration of previous work experience managing internal projects.

Desirable

- Experience with Salesforce or Lumary
- Scheduling experience supporting multiple roles.

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Working Conditions and Environment

The position is based at Guide Dogs Queensland Townsville Office. Expectations include travel to head office in Brisbane for training and meetings as required.

The position works in a general clerical capacity, working at a computer station, using a phone, and computer equipment. At times you will be the only staff member in the office as team members are out with clients and on other duties.