

Position Description

Position Title: Pathways Client Liaison Officer

Department: Client Services

Reports to Position: Pathway 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 respectful administration services to GDQ's clients, volunteers, staff, managers and all external organisations.

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.

Promptly attend to duties and requests according to the quality standards set within the organisation.

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.
- 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.
- Follow up clients after their initial call, advising them of all the services at GDQ.

Position Description

- Triaging and initial risk assessment of the clients.
- 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.
- Administration of Taxi Education and provision of materials as required to improve travel experience for clients.
- Administration liaison with the NDIS GDQ team.
- Administrative tasks associated with Pathways team meetings.
- Provide input to the continuous improvement of Client Services processes.
- Undertake Pathways finance tasks as required, including invoice processing and related financial process.
- Actively participate in cross-skilling of other Pathways team member roles, and provide cover as required to enable continuity of administration and service delivery.
- Cover of GDQ Reception desk as required.

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

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 setting.
- Excellent phone manner.
- Excellent Customer Service skills.
- Demonstration of previous work experience managing internal projects.
- Good time management.
- Proactive approach to work.
- Demonstrated administration and computer skills.
- Demonstrated advanced Microsoft Office skills.
- Sound written and verbal communication skills.
- Ability to work effectively within a team to achieve goals.

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.