

POSITION DESCRIPTION

Position Title:	Concierge
Department/Location:	Please refer to letter of employment
Employment Status:	Please refer to letter of employment
Reports To:	Please refer to letter of employment
Direct Reports:	None
Key Relationships/Interactions:	<p>Internal: Client Services Advisors, Administration Officers, Systems & Operations Administrators, Coordinators, Team Leaders, Home Care Workers, Allied Health Staff, Disability Support Workers, Recovery Support Workers, Lifestyle Assistants, Community Service Managers, Counsellors, Case Managers.</p> <p>External: Clients (prospective and existing), family and advocates; Professionals; Funding Bodies, Government Departments; Referrers; and the Community.</p>

Position Statement / Overall Purpose:

Anglicare Southern Queensland (Anglicare SQ) is committed to providing a wide range of integrated, flexible, responsive and easy to access services. The Concierge is a key role focused on building customer and referrer relationships, understanding the goals and needs of potential clients, establishing agreements for the purchasing and/or accessing of services; and initiating service delivery for clients (client, their carer/s, family and advocates).

The Concierge ensures that during the process of establishing the Service Agreement and service provision the key hallmarks of Anglicare SQ's Service Model are applied. In this service model Anglicare SQ works with a person centred framework which operates from:

- a belief in the value of each person, and that each person can learn and make a positive contribution to the community; and
- the ability to see and work with people's gifts, strengths and capacities.

Clients, their carers, family members or advocates:

- retain ownership of decision making including the service planning process, and
- exercise choice in the way services are offered and delivered.

The Concierge will work in accordance with the values of Anglicare SQ and support core business by providing service, guidance and advice within this position's specialty area.

Position Specific Requirements & Qualifications:

1. Hold and maintain a current National Police Certificate;
2. Current QLD Drivers' Licence & own reliable vehicle;
3. Current Positive Notice (Blue Card) for Child Related Employment
4. Current Positive Notice (Yellow Card) issued by Department of Communities, Child Safety and Disability Services
5. Minimum Undergraduate degree (3 years) in social sciences, behavioural sciences, health sciences, human services or significant recent, experience in effective client relations in a relevant context.
6. Experience working in high volume client acquisition and retention role.
7. Ability to travel as required to designated service delivery areas across Queensland. Some limited interstate travel may also be required.

Key Selection Criteria:

1. A belief that every person can contribute within the community, and the ability to identify and work with people's gifts, strengths and capacities.
2. Demonstrated experience in initiating and building rapport with clients.
3. Excellent interpersonal and communication skills (verbal and written), in particular active listening skills. An awareness of and confidence using alternative and augmentative communication tools (AAC).
4. Exceptional reasoning, systems thinking, decision making abilities and complex problem solving skills.
5. Demonstrated understanding of the needs of people with disability and how their specific disability impacts their circumstances
6. Demonstrated ability to plan and initiate services in a, person-centred and collaborative manner.
7. Demonstrated ability to work independently, organise and manage a variety of conflicting priorities and deadlines.
8. Competent in the use and learning of technology and software applications.
9. Experience working in customer service and sales models (desirable).

Key Accountabilities and Responsibilities:

1. **Accountability: Establishment of Client Relationship** ***Establish and maintain positive and collaborative relationships***

Responsibilities:

- Provide the first point of significant contact for the client with the intent of building trust and confidence in Anglicare SQ.
- Provide timely responses to enquiries or requests for information and action by clients/potential clients.
- Provide information to clients in relation to Anglicare SQ services and how they can be purchased (funded, subsidised or full fee).
- Conduct meetings with clients to deliver a consumer induction; gather information to identify and understand the client's needs and preferences, establish goals and aspirations; and seek to extend services that could be provided by Anglicare as aligned to the client's goals and aspirations.
- Convert potential clients into clients through sales/service establishment processes.
- Develop and facilitate signing of Service Agreement/s.
- Proactively engage the community and potential clients to promote services and identify new client.
- Maintain a client-centred approach in every engagement with clients.

2. **Accountability: Set-up and Review of Service Delivery Arrangements** ***Initiate and support staff to organise the delivery of services including orientation to the client and the service requirements (individual goals, contractual, legislative and policy requirements).***

Responsibilities:

- Network within Anglicare SQ to understand Anglicare SQ's service offerings and connect clients to Anglicare SQ services.
- Develop and maintain relationships with Anglicare SQ's service delivery stakeholders which support creativity, collaboration and quality client outcomes.
- Negotiate with Service Delivery to ensure flexible responses can be achieved where the requirements for meeting the client's need/s cannot be achieved through standard operating practices.

- Set up the client's record in Procura including (but not limited to) the creation of record, adding of episodes, service plans and business rules to administrate the establishment of service delivery in line with the negotiated Service Agreement.
- Order the scheduling of initial services and match staff to service and client requirements where required.
- Opportunistically role model, coach, and motivate Anglicare SQ staff to hold a modern view of disability and deliver contemporary services that align to Anglicare SQ's philosophy and change agenda.
- Ensure delegated documentation is completed/utilised in line with organisational documentation guidelines and client management systems.
- Identify and refer client to appropriate external service providers where required.
- Review and monitor the implementation of services through proactively maintaining contact touch points with clients.
- Facilitate reviews of Service Agreements and service delivery arrangements as per agreed schedule or as requested.

3. Accountability: Continuous Improvement & Professional Development

Identifying and responding to new and emerging trends through skill acquisition, utilising new technology and engaging a continuous improvement approach in work practices.

Responsibilities:

- Generate ideas for innovation and enhanced working practices to achieve organisational mission.
- Identify and share barriers to providing excellent person centred service provision.
- Generate and share ideas, and encourage teams to reflect on activities and develop ideas for innovation and improvement.
- Participate in quality assurance/continuous improvement processes through data collection, internal audits, improvement planning, review and monitoring.
- Actively participate in professional development activities, both internally and externally, to maintain and develop contemporary knowledge and skills relevant to the role.
- Demonstrate contemporary knowledge and skills by maintaining practice standards in alignment with Anglicare's Rel8 framework.

4. Other Duties and Requirements

- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within relevant Policies and Procedures;
- Do not, during or after employment, disclose information relating to residents, clients and staff or damage the reputation, viability or profitability of the Anglican Church Southern QLD.
- Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

<h4>Delegation of Authority:</h4>
--

- In accordance with the Anglicare Delegations of Authority Policy.