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| **POSITION DESCRIPTION** |
| **Position Title:** | Concierge - SE |
| **Service/Facility/Department:**  | Service Enablement |
| **Direct Reports:**  | nil |
| **Key Relationships:**  | **Internal:** Anglicare Service Delivery, Customer Service Centre |
| **External:** Clients / potential clients, referrers / potential referrers, funding bodies, government departments, other providers and peak bodies, community |

**Position Statement / Overall Purpose**

The overall purpose of the Concierge is to focus 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’s Service Model are applied. In this service model Anglicare 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 and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current Blue Card
* Current Yellow Card
* Current Queensland Driver Licence
* Possession of an undergraduate degree in Social Sciences, Behavioural Sciences, Health, Human Services or a related field
* Ability and willingness to travel with the service region

**Key Selection Criteria**

* Significant experience working in high volume client acquisition and retention role. Further, Experience working in customer service and sales models would be well regarded.
* Demonstrated experience in initiating and building rapport with clients.
* Values that align with the belief that every person can contribute within the community, translating to the ability to identify and work with people’s gifts, strengths and capacities.
* 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).
* Exceptional reasoning, systems thinking, decision making abilities and complex problem solving skills.
* Demonstrated understanding of the needs of people with disability and how their specific disability impacts their circumstances.
* Demonstrated ability to plan and initiate services in a, person-centred and collaborative manner.
* Demonstrated ability to work independently, organise and manage a variety of conflicting priorities and deadlines.
* Competent in the use and learning of technology and software applications.
* Demonstrated ability to operate in a values driven organisation while operating in an environment with quality and compliance frameworks.

**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.
* Provide timely responses to enquiries or requests for information and action by clients/potential clients.
* Provide information to clients in relation to Anglicare 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.

1. **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 to understand Anglicare’s service offerings and connect clients to Anglicare services.
* Develop and maintain relationships with Anglicare’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 staff to hold a modern view of disability and deliver contemporary services that align to Anglicare’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.
1. **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.
1. **Other Duties and Requirements**
* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.