


My role with Anglicare

POSITION DESCRIPTION

Position Title:	Concierge
Service/Facility/Department:	Client Service Centre
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 (person centred framework) are applied.

The Concierge will work in accordance with the values of values of Anglicare Southern Queensland (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 with Yellow Card Exemption
- Current Queensland Driver Licence
- Diploma in Social Sciences, Behavioural Sciences, Health, Human Services or a related field
- Ability and willingness to travel within the service region

Key Selection Criteria

- Significant experience working in high volume client acquisition and retention role, initiating and building rapport with clients
- Experience working in customer service and sales models would be well regarded
- Excellent written and verbal communication, and active listening skills. An understanding of using alternative and augmentative communication tools (AAC)
- Exceptional planning, reasoning, decision making and problem solving skills
- Capacity to understand the needs of people in the aging population, those with a disability, and in turn identify and work with people's strengths for positive client outcomes
- Demonstrated ability to work independently while managing conflicting priorities and deadlines
- Competent in the use and learning of technology and software applications



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Key Accountabilities and Responsibilities

1. **Accountability: Establishment of Client Relationship**

Establish and maintain positive and collaborative relationships

Responsibilities:

- Provide timely responses to enquiries or requests as first point of significant contact for the client with Anglicare
- Provide information to clients in relation to Anglicare services and how they can be purchased
- Conduct meetings with clients to deliver a consumer induction by gathering information to identify and understand the client's needs and preferences, with a view to extending the services Anglicare provides
- Convert potential clients into clients through sales/service establishment processes, and ensure Service Agreements are developed and signed
- Promote services and identify new client through community engagement

2. **Accountability: Set up and Review of Service Delivery Arrangements**

Initiate and support staff to organise the delivery of services

Responsibilities:

- Develop an understanding of Anglicare's service offerings, and develop internal relationships to connect clients to services
- Set up records in Procura and ensure information is accurate, current and in-line with service requirements
- Schedule initial services and match staff to service and client requirements where required, review and monitor service implementation by maintain contact with clients
- Ensure delegated documentation is completed in line with guidelines, including Service Agreement reviews
- Identify and refer clients to appropriate external service providers where required

3. **Accountability: Outcome Focus and Teamwork**

Identify and respond to new and emerging trends through improvement and works cooperatively with the team

Responsibilities:

- Participate in quality assurance/continuous improvement processes for working practices, person-centred service and team culture
- Builds and maintains cooperative relationships with immediate team members to achieve shared goals
- Maintain practice standards in alignment with Anglicare's Rel8 framework

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



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- 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.