

POSITION DESCRIPTION

Position Title	Client Services Advisor
Department/Function	Aged Care Services
Instrument	Lutheran Services Enterprise Agreement
Reports To (<i>Position</i>)	Service Manager / Clinical and Operations Manager
Positions Reporting to this Position	Nil
Effective Date (of PD)	December 2019

Main Purpose/ Primary Objective	<p>The objectives of the Client Services role are</p> <ol style="list-style-type: none"> 1. To ensure all local accommodation and services offerings achieve occupancy and take up targets. 2. To ensure that all clients, prospective clients and their families have an exceptional sales, onboarding and exiting experience. 3. To create strong and positive relationships with the local community, referral agencies, local Lutheran congregations, existing clients and prospects so that Lutheran Services is known, respected and valued as a service provider of choice in the communities we serve. <p>The role will work as part of a multidisciplinary team and will work collaboratively with staff locally, across other services and the head office marketing and communication team.</p>
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Key Accountabilities/Key Result Area
<ul style="list-style-type: none"> • To sell, cross sell and upsell from the full suite of offerings including Retirement Living, Home Support, Aged Care and Allied Health services. • To work collaboratively with the Services clinical team, Home Support Coordinator, Allied Health team and external providers to curate the optimal service and accommodation solution for existing clients and prospects based on their needs. • To actively build positive professional relationships with and promote our services to all relevant community health and hospital referral networks. • To actively build relationships with and promote our services to local Lutheran congregations and relevant community based organisations such as local men sheds, sporting clubs and service organisations. • To actively build relationships with existing Retirement Living clients to create opportunities for Aged Care, Home Support and Allied Health sales while also building advocacy among this group in the wider community. • Actively build relationships with all existing Home Support and allied health clients to ensure retention and generate referral/advocacy opportunities. • Build and maintain an up to date customer relationship management (CRM) system and quality waiting lists.

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<ul style="list-style-type: none"> • Coordinate and manage onboarding documentation for new clients. • Plan, manage and promote community engagement events and opportunities including open days and off site events. • Deliver regular performance reporting. • Local travel will be required.
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Key Relationships/ Interactions	Clients and their families, Service Leaders, Clinical Care staff, Marketing and Communication team, Support services, local Lutheran congregations, community groups, external providers, health and hospital referrers, other facilities.
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Position Requirements (Knowledge and Experience)	<ul style="list-style-type: none"> • Experience achieving results and working in a similar community- facing sales and marketing role. • A self-starter with a passion for the retirement and aged care sector, and appreciation of the importance of the connection between these villages with the wider community. • Demonstrated experience working with the elderly and their families and/or supporting vulnerable community members. • An understanding of, or ability to acquire knowledge quickly, the legislative environment that Lutheran Services operates within including Aged care, Retirement Villages and NDIS. • Demonstrated experience networking, coordinating and facilitating programs, events and activities within a community setting. • Excellent verbal and written communication and relationship-building skills. • Demonstrated ability to influence internal and external stakeholders to achieve agreed outcomes. • Advanced computer skills including word processing, spreadsheets and database applications. • Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines •
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Culture	<p>At Lutheran Services we want to build a culture that will support high performance. Our leadership team, believes a high performance culture will be characterised by:</p> <ul style="list-style-type: none"> ▪ a learning and growing environment ▪ a high achievement orientation ▪ a sharing environment - information, resources, ideas and goodwill ▪ commitment to being the best we can be ▪ humility, fairness and openness in how we go about our work. <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.</p>
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POSITION DESCRIPTION

Prepared By	<i>Date</i>	/	/
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We certify that the content of this position description is accurate:

Incumbent's Signature	<i>Date</i>	/	/
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Manager's Signature	<i>Date</i>	/	/
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