**Position Description**

**Regional Client Lead**

**Vision Australia - supporting people who are blind or have low vision to live the life they choose.**

**Purpose of Position**

The Regional Client Lead will lead a diverse team of service delivery professionals', supporting adoption of high quality person-centred services for adult clients in an individualised funding environment. This position reports to the National Clinical Operations Lead and will work in close collaboration with the Centralised Support team and Service Excellence, as well as other Regional Client Leads and key stakeholders nationally to achieve business success.

**Context**

Vision Australia is a national, for purpose organisation that aspires to have a positive measurable impact on the lives of people who are blind or have low vision in the areas of education, employment, independence and social inclusion. The organisation is proactively transforming itself in response to major changes in our funding models and the expectations of the blind and low vision community.

This position sits within the Client Services group of Vision Australia. The group is responsible providing personalised services in Education, Employment, Independence and Social Inclusion (EEISI) through a trans-disciplinary model to three client groups: Children and young people (0-25 years) - Supporting child/youth and family goal achievement; Adult (26-65 years) - Supporting Individual goal achievement; and Older adults (65+ years) - Supporting Individual goal achievement.

**Principal Responsibilities**

* Lead and motivate **an inter-professional team of service providers** to provide personalised services that meet the needs of clients ensuring client retention and engagement. Services may be provided in the centre, in the community or in the home;
* Work closely with other Regional Client Leads and the National Clinical Operations Lead in the development and evaluation of clinical programs, services, and policies, utilizing data and feedback from staff to drive continuous improvement while ensuring compliance with obligations and the Clinical Governance Framework;
* Work collaboratively with Service Excellence so that staff are accessing supervision support to ensure quality services to clients, as well as provide ongoing development to staff;
* Implement strategies that will foster client growth;
* Develop and manage budgets and resources effectively, manage staff recruitment and performance, and ensure financial sustainability of clinical operations, including supporting the team to achieve defined KPI’s, such as billable and productive time;
* Build workforce skills and capability through coaching and mentoring, creating a culture consistent with our values;
* Support the team in embracing change and transformation practices, facilitating smooth transition and adoption of new initiatives;
* Other duties as required by the National Clinical Operations Lead;
* Maintain asafe workplace by ensuring staff, volunteers and clients receive adequate information, training and instruction on WHS. Provide adequate supervision to all persons on Vision Australia sites and events and ensure all safety issues are reported and addressed.

**Key Performance Indicators**

Key performance indicators are clearly defined through business and performance planning process and include financial performance, billable and productive time, client retention and engagement, people and compliance.

**Essential Job Capabilities**

* Qualifications in Business Management/Health or Community Services at graduate or post-graduate level (or an equivalent combination of relevant qualifications plus extensive experience);
* Clinical qualification would be highly regarded;
* Demonstrated experience in service delivery in the disability, health and community services sector;
* Lead Teams - Leading and engaging teams to deliver services;
* Team Coaching & Development *-* builds the performance and capability of a diverse workforce;
* Business Acumen - Demonstrating business knowledge and skills, including financial management;
* Client/Customer Service - leads excellence in client/customer service;
* Problem Solving - Thinking and analysing to develop solutions to problems;
* Communication - Communicating with others including written and verbal communications, and awareness of interpersonal styles;
* Manage Self - Monitoring and managing own work, behaviour and motivation.

**Vision Australia Values**

The expectation that we set is that our workforce understands and models our values and behaviours in everything they do 100% of the time. Our managers lead by example and ensure that their team understands and models our values and behaviours in everything they do.

* Person-Centred – We recognise and build on clients’ strengths, with clients in control and at the centre of everything we do;
* Collaborative - Everyone works together with our clients, their families and the community to deliver a measurable and positive difference to people who are blind or have low vision;
* Accountable - We deliver on our promises and hold ourselves responsible for what we do and don’t do;
* Commercially Focussed - We maintain high standards of financial accountability and performance in a competitive environment;
* Agile - We rapidly adapt to individual client needs and to our changing environment.

## Vision Australia environment

Many Vision Australia employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.

This position is required to attend at the office location on a regular basis (3 days per week minimum)

Employment is subject to the Organisation receiving a National Police Record Check and if relevant, a Working with Children Check or QLD Blue Card or Vulnerable Persons (ACT) check.

## Role Scope

**Reports to:** Operations Manager

Operating Budget: As per budget

## Review of Job Description

This job description will be reviewed in line with the performance planning and appraisal process.

END