

Position Description

Client Services Coordinator



Our purpose:	Curtin Heritage Living is a not-for-profit organisation that exists to support local older people to lead meaningful lives. We do this by providing and facilitating high quality and contemporary support, including residential accommodation, in-home care, and community services.
Our values:	Client Focus: Our clients are at the centre of everything we do. Community Attitude: We go beyond providing services to creating communities. Accountable: We are accountable to all the people's lives we touch. Simple: We keep everything simple and user friendly.
Who you report to:	You will report to the General Manager Clinical and Care Services.
Who reports to you:	There are no direct reports to this role
Your key responsibilities:	Client Focus: - Act as a primary contact for all residents and representatives for all additional service enquiries as sign-ups. - Manage agreements and ensure compliance with the relevant policy, procedure and guidelines. - Building and maintaining strong relationships with clients and their families. - Work with the various stakeholders to develop, advertise and maintain a range of services that meet the needs of our community. - Engage with our clients to identify areas of opportunity for service expansion. - Establish services that promote independence, social connection and health and wellbeing. - Ensuring that the service offerings are in line with professional guidelines, organisational mission and values, and organisational process. - Identify and maximise synergies for service offerings across the organisation. - Document, report and act on client feedback in an accurate, objective, and efficient manner. - Ensure a clean, pleasant, and welcoming physical environment. Community Attitude: - Promote the services offered to both internal and external stakeholders. - Establish an engaged and purpose driven pool of volunteers. - Maintain engagement and development of volunteer program and service offerings. - Work as a team to deliver consistent, client-focused services. - Communicate with other team members in a positive manner. - Provide a welcoming environment that encourages the involvement of client representatives, volunteers, and the wider community. Accountability: - Ensure compliance with all laws, legislation, regulatory frameworks, quality standards, policy, processes, and work instructions. - Manage operational performance of service, identifying areas of opportunity and appropriately costing to deliver services in an efficient manner. - Work closely with the finance team to ensure that services are costed and delivered efficiently.

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	• Ensure that existing services are delivered and that budgetary targets are met. • Ensure the appropriate use of organisational resources. • Identify and report concerns, complaints, hazards, and incidents promptly in line with continuous improvement, incident, and complaints processes. • Take reasonable care to ensure your own safety and health as well as the safety and health of those around you. Simplicity: • Ensure activities are focused on the client and organisational purpose. • Identify opportunities for improvement in line with continuous improvement processes.
Where you will be working:	• You will be required to work across all Curtin Heritage Living sites. • You may have the opportunity to attend offsite meetings and education sessions from time-to-time.
Your key performance indicators:	Your measures of success will be based on your capacity to demonstrate: • Delivering a range of additional services that maximises revenue and meets our community needs. • Growth of the service and increased uptake of services. • A commitment to the mission, vision, and values of Curtin Heritage Living. • An ability to provide client-focused services. • The fulfilment of all responsibilities outlined in this position description. • Compliance with organisational processes and directions.
Success Profile:	Essential: • Demonstrated aptitude to help improve the lives of older people. • Demonstrated ability in business development and growth. • Highly organised. • Passionate about delivering exceptional customer service. • Reliable and positive work ethic. • National Police Clearance (current to within three-years). • Working rights. • Adequate computer skills. Desirable: • Experience working in aged care, community services or disability services. • Experience in working in commercial or health/wellness settings. • Strong business acumen. • Experience in establishing and expanding service delivery to consumers. • Well-developed verbal, written and interpersonal communication skills. • Experience working in a client focused culture that values continuous improvement. • Excellent organisational skills and the ability to adapt work priorities and meet deadlines depending on the needs of the client.
Ongoing training requirements:	• You are required to attend annual training and complete training competencies to ensure currency of practice. • You are encouraged to participate in a range of education opportunities that will assist in the development of your skills. • You will meet with your manager to discuss your performance and work needs on regular bases in line with our performance management procedure.

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