

Client Intake & Assessment Practitioner Success Profile

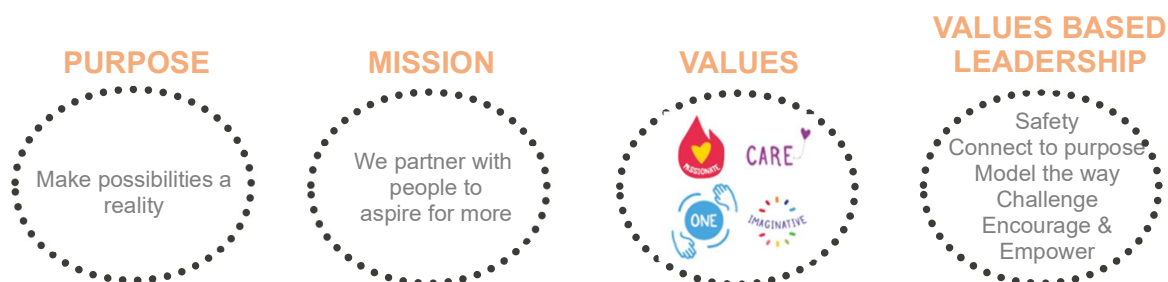
Your division	Home & Community
Your team	Business Excellence
You report to	Business Improvement Specialist

PURPOSE OF YOUR ROLE

As part of #teampossible, our Client Intake & Assessment Practitioner is a first point of contact for new enquiries and plays a critical role in supporting clients to achieve their goals through access to Endeavour Foundation services. This is achieved through analysing and interpreting specialist disability assessments, delivering screening and assessments, and supporting clients to imagine what is possible by developing a tailored plan of supports that will best enable them to achieve their goals. In this role you will be accountable for ensuring that client support needs are clearly identified and communicated to frontline teams prior to receiving services, or when their support needs change, and that clients are safely matched to services that align with their support needs and funding. Further, the Intake and Assessment Team operates across multiple locations; therefore, you may be required to travel to sites to engage with clients and stakeholders.

In addition, you will contribute and support the development and implementation of initiatives and activities to build community awareness/rapport in establishing grass roots pathways for people with disabilities to engage with future Endeavour Foundation services. You will be responsible for driving growth and in developing a network of contacts to attract new clients, research new market opportunities and contribute to regional growth strategies across Queensland, NSW and Victoria.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	- Committed to working within Endeavour Foundation's Work, Health and Safety policies and procedures and contributing to our aspiration of Zero Harm within the workplace. - Undertake work in a manner that is not harmful to your health and safety and the health and safety of others. - Monitor workplace conditions and identify and report potential hazards, incidents and any work related or personal injury or illness (where it may affect your ability to work safely). - Attend and actively participate in OHS and other mandatory training. - Deliver screening and assessments to identify any risks for a client and others as part of an initial risk assessment and develop strategies for local teams to manage these.
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	- Conduct client safety planning as required as part of both day to day planning and/or a crisis and triage response; and make referrals to other services where appropriate. - Develop comprehensive strengths and needs assessments that ensure a client's support needs are identified and strategies are in place for frontline teams to deliver best practice and appropriate supports.
CLIENT CONNECTION	- Support a culture of person-centred practice which puts clients and their family, carers and/or guardians at the front of everything we do. - Work together as one team to deliver consistent service and message to all clients. - Provide a customer experience in line with Endeavour Foundation's Values and behaviours, ensuring customer needs are met. - Build strong relationships with service users, families, key stakeholders, staff, and advocates. - Actively engage current clients and new clients, their families and other relevant supports as part of the onboarding process. - Facilitating referrals and advocacy to assist a person to access relevant services, where appropriate.
OUR PEOPLE	- Foster a culture of collaboration with the regional site leadership teams, support the co-create and co-deliver approach across and within the business, ensuring you understand the commitment to shared goals. - Work as part of a team, seek, listen to and act on feedback, whilst cooperating and communicating with colleagues. - Participate in team building activities, to ensure individual and team key performance indicators are achieved, and Endeavour Foundation's values and behaviours are consistently demonstrated. - Take a proactive approach to on-the-job training to ensure knowledge and skills are industry standard.
OPERATIONAL EXCELLENCE	- Through a comprehensive understanding of the NDIS and the disability sector, match people with a disability to life-changing services that will support their goals and aspirations. - Identify reasonable and necessary supports that may be funded by the NDIS, providing support and advice on the end-to-end NDIS process. - Support new people enquiring with Endeavour, and existing clients, to identifying their goals and aspirations, alongside vacancies that are appropriate within Service Delivery offerings. - Collect, analyse and interpret all relevant pre-planning paperwork required for onboarding including but not limited to Functional Capacity Assessments. - Deliver screening and assessments to identify client support needs and appropriate matching for services. - Assess people's current NDIS (or other) funding and identify additional opportunities to seek funding for reasonable and necessary supports - Provide exceptional support to ensure decision makers are well prepared and versed in their support needs, by utilising Endeavour Foundation planning tools and resources. - Develop and facilitate (or coordinate external facilitators to deliver) client specific training relevant to client support needs to staff supporting clients. - Develop and prepare client medication and behaviour reporting procedures. - Establish a stakeholder group to achieve the best outcome for a client. - Collaborate and participate in inter-agency client review meetings. - Maximise the usage of clients funding and appropriate Endeavour Foundation services that can be used to achieve goals and funding levels. - Liaise with the client and/or representatives to organise tours of Endeavour Foundation services. - Account Management and follow up with the participant and internal stakeholders to ensure the anticipated outcomes for the participant are fully realised. - Facilitate the end-to-end onboarding function relating to an optimal client journey experience for all top and middle funnel processes.



	- Facilitate all cross-sell functions within other Endeavour Foundation services coordinated through Salesforce. - Collaborate with Marketing, Service Delivery and Customer Service to develop a high level of client and NDIS market knowledge to enable the development of customer engagement and sales targets for each region. - Maintain relevant databases and tracking systems for the transparent communication and reporting of up-to-date information for all stakeholders. - Attend networking events to build brand awareness and expand organisational networks and services. - Accurately capture information to support analysis and ongoing continuous improvement in the customer journey
FINANCIAL SUSTAINABILITY	- Develop applications to the NDIA to apply for supports relevant to a client's support needs that reflect the NDIS's 'reasonable and necessary' criteria. - Assist in the development of a relevant pipeline of qualified leads aligned to drive the growth and sustainability of our core customer program. - Support Endeavour Foundation's operational viability through continuously identifying opportunities to increase efficiencies. - Support new enquiries to understand funding, choice and control, shared supports and what this means for them. Ensure this understanding at the outset of new clients engagement with Endeavour Foundation. - Seek opportunities to minimise expense wherever possible. - Help identify new market opportunities and drive regional growth strategies and projects for the ongoing improvement of customer onboarding.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	- Demonstrated knowledge and understanding of the NDIS and the disability sector with the ability to develop relationships within this setting. - Demonstrated ability to analyse and interpret complex disability assessments to form an assessment of a client's support needs, to develop comprehensive risk assessments, safety planning and support planning. - Strong listening and interpersonal skills and ability to support people's understanding of Endeavour Foundation and the NDIS - Ability to influence and connect to others. - Ability to multitask and prioritise, whilst maintaining high attention to detail. - A strong business focus, keeping the client and our people at the centre of what we do to create long term sustainability for the organisation. - Proven ability to develop and maintain effective working relationships with stakeholders at all levels of the organisation.
SKILLS & QUALIFICATIONS	- Degree qualifications in relevant disciplines including Social Work, Psychology, Human Services. - Current Blue Card and NDIS Yellow Card. - Demonstrated knowledge and understanding of the diverse range of referral pathways to provide holistic support to a client - Exceptional interpersonal skills to develop and maintain client relationships while working on client issues sensitively and assertively, with an aim to establish client focused outcomes and move towards a common goal. - Demonstrated experience in analysing a persons' support needs and developing assessments.
EXPERIENCE	- At least 4 years relevant experience in the community services sector - Experience in Case Management positions (desirable). - Knowledge of and ability to work within relevant legislation and guidelines relating to the delivery of services within the program area of operation.

