

Position Title:	Customer Liaison Consultant
Division:	Supported Living
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The team is responsible for developing and maintaining strong relationships with customers, and families of customers, accessing Northcott's Supported Living services. The team engages with customers at all stages of the Customer Journey; providing education to customers and stakeholders about Supported Living options, working with CST and local teams to facilitate enquiries, managing customer sign up of all relevant Northcott products, supporting House Leads to foster effective customer/family relationships, and conducting the review and renewal of customer Plans and Agreements.

KEY OBJECTIVE OF THE POSITION:

- Provide exceptional levels of customer service within Supported Living services, ensuring a positive experience for all customers at each stage of the Customer Journey.
- Maintain a holistic overview of Supported Living customers; their goals, their funding arrangements, and the services received from Northcott. This applies at both an individual and house level.
- Support customers and stakeholders to understand their Supported Living options, including supporting customers to access the Medium Term Stays product.
- Gather information to provide insight to the wider business to support the growth and development of Northcott's Supported Living product offerings.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Strong commitment to customer service, and the ability to quickly build rapport with both internal and external stakeholders.
- Effective verbal and written communication skills, with the ability to appropriately tailor messages for different audiences (i.e. internal, external, plain English, CALD etc.)
- Confidence in addressing groups of external stakeholders, and facilitating small workshops.
- Established knowledge of the NDIS, with particular regard to funding and supports that relate to Supported Living (i.e. SIL, SDA, STA).
- Ability to interpret a NDIS Plan, identifying the supports available to customers, and establishing potential sales opportunities for Northcott.
- Understanding of the wider Disability Sector, and experience in working directly with people with disability.
- Ability to work effectively under pressure, and manage conflicting priorities.
- Ability to work both autonomously, and as part of a close team.
- Flexibility in work hours, and the availability to travel to Northcott sites as required.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications or demonstrated experience in customer service, or customer coordination.
- Experience in supporting people with disability to explore or access supported living options
- Knowledge and understanding of the National Disability Insurance Scheme, the NDIS Code of Conduct, and Quality and Safeguarding Framework.
- Current Drivers Licence

DELEGATION LEVEL

- NIL

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Develop and maintain strong customer focused relationships.
- Maintain a sound understanding of the NDIS, and the changes and challenges potentially faced by customers.
- Present both Northcott and NDIS information to external stakeholders in an effort to promote Northcott's growth in Supported Living services.

Relationship Building

- Foster strong relationships with both House Leads and their Management teams, and develop relationships with local Operational Management teams in areas where growth is desired.
- Engage collaboratively with the CST, IPA and broader Sales Force teams.
- Develop and promote a collaborative relationship with local NDIA Offices, as well as external Support Coordination services.

Problem Solving

- Maintain high-level analytical and problem solving skills, with the ability to develop sound solutions to complex issues, whilst maintaining a customer focus.
- Identify and report on market needs, as requested.

Financial Impact

- Work collaboratively with the Claiming and Compliance team to ensure SIL payments are booked and claimed in accordance with customer plans.
- Contribute to Regional budgets by supporting customers to access local Northcott services, and ensuring Financial Packages are spent accordingly.

Time Impact

- Respond to all enquiries and customer contact within one (1) business day, resolving all enquiries and customer contact as quickly and as efficiently as possible.
- Review customer set-up and funding arrangements one (1) month after implementation
- Review customer records at least twice yearly, including two (2 months) prior to planned NDIS Plan Review dates.
- Respond to Unscheduled Plan Reviews immediately, re-signing customers within one (1) week of notification.

DUTIES

The typical duties of this position include:

1. Assist existing Supported Living customers to understand their NDIS funding, and the supports received from Northcott.
2. Meet with prospective Supported Living customers, and explore their options with Northcott, facilitating the conversion from Sales Lead to Active Customer.
3. Provide broader education on Supported Living to enquirers of Northcott, and report on trends and opportunities to direct line management.
4. Develop and amend Service Agreements as required for Supported Living and Medium Term Stay customers.
5. Ensure all persons responsible for Supported Living customers are included in Service Agreement decisions and changes.
6. Conduct periodical reviews with Supported Living customers, including satisfaction and goal attainment measures, to ensure quality of service and relevancy to goals.
7. Provide account management services to Supported Living Customers; ensuring funding is booked and consumed in accordance with Service Agreements, carelink+ records are compliant and accurate.
8. Regularly engage with customers and persons responsible to maintain positive relationships, and facilitate information and/or feedback sessions as required.
9. Regularly engage with House Leads and Management to ensure customer focused service delivery, and facilitate workshops as required.
10. Serve as an approachable point of contact to receive feedback, compliments, and complaints, where customers or persons responsible are not comfortable dealing with House Leads or Management.
11. Assist in the preparation of statistical reports for the benefit of the business, in particular relation to vacancy management.
12. Maintain a sound knowledge of Northcott products and service delivery models, and promote these to customers where appropriate.
13. Engage with the broader Salesforce Team to ensure consistency within the business.
14. Monitor the implementation of the Medium Term Stay product, working closely with direct line management, and the appropriate Service Managers.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.