

## The purpose of this position

- The **purpose** of the Client Support Partner is to work in partnership with people with a disability, their family, and their carers. This is to design, coordinate and monitor the delivery of services that build a person's capacity, is based on individual needs, preferences, and goals. In doing so they can live their best life.

## About the position

- This position is part of is within Disability Services directorate.
- This position **reports to** the Team Leader.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a:  Budget holder  Has designated revenue or billing targets.
- This position maybe advertised externally as Support Coordinator or Client Support Partner.

## Key areas of responsibility

- Work with a range of clients. The number of clients will depend on factors such as level of service required, complexity, geography and the nature of the service(s) requested
- Demonstrated ability to develop rapport and build trusting relationships with clients, families and carers.
- Supporting clients to develop, implement, monitor and achieve their goals using a range of person centred tools.
- Establish and maintain network relationships with key agencies, other service providers, and referral services.
- Establish strong links between specialist and mainstream service providers that encourage access for a person with a disability and supports them to achieve their individual goals.
- Provide coordinated and accountable services with supervision support that identifies and addresses the early identification and prevention of risk.
- Ensure effective monitoring and reporting through accurate and relevant client records in line with confidentiality and privacy requirements.
- Active participation in a team by contributing to collaborative working relationships, team initiatives and professional development
- Prepare for and attend review meetings, case conferences and consultation meetings and ensure appropriate documentation is kept.
- Clearly identify and communicate the client value proposition to ensure growth and reputation of our services.
- Provide information and referral to support clients to access appropriate resources and services, both within The Benevolent Society and with external agencies and service providers, as appropriate.
- Ensure support provided to clients is well informed, accurate and best meets client needs.
- Ensure service provision is in line with The Benevolent Society's practice frameworks, processes and business rules.

## The Benevolent Society

- Establish and maintain positive working relationships with individual clients, carers and families which reflect client directed care principles, their rights, and responsibilities.
- Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable, and timely way.
- Advise the Manager and/or Senior Manager of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as required.
- Supporting the client in understanding the budget, negotiating value for money, and entering into service agreements with other organisations.
- Support clients in a range of activities appropriate to the individual to build their capacity.
- Work in accordance with the Professional Governance Framework to ensure the services and support we provide to our clients and each other are person centred, connected, effective, and safe.
- This position maybe offered in a senior capacity by appointment to vacant role only.

## Key outcomes

### When things are going well, we would expect to see these outcomes:

- Clients are supported in living their best lives in the place of their choice
- Clients indicate they are satisfied and engaged with their services
- The needs of those contacting the service are appropriately assessed, with referral to and/or identification of appropriate services
- The Benevolent Society Service models are implemented
- The Benevolent Society services for older people and people with a disability are recognised in the top quartile within the industry for practice.

## Key Capabilities

- Certificate IV, diploma, or a degree in a related field and/or experience working within the disability sector.
- Demonstrated understanding of contemporary disability practice.
- Demonstrated understanding of the National Disability Insurance Scheme
- Demonstrated knowledge of the needs of people with a disability, and their carer's
- Strong commitment to customer service and finding solutions to meet client needs
- Excellent communication skills including cross cultural awareness.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and LGBTQI+ communities
- Demonstrated computer skills including Microsoft Office
- Car Driver's License.

## People who know this position say that

### People who know this position say the things that might make your day are:

#### The Benevolent Society

- Witnessing clients' quality of life improve with the support of staff leading to better outcomes.
- Having clients choose The Benevolent Society services because they are seen as services of excellence.
- Supporting clients to be flexible and creative to find solutions to clients' clinical needs.
- Implementing systems that meet and exceed regulatory and best practice requirements.

### People who know this position say some key challenges you might experience are:

- Managing stakeholder expectations with limited available resources.
- Managing your own time in an environment with competing priorities.
- Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally

### Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

#### This position may require:

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|---|--|
| <input checked="" type="checkbox"/> Overnight travel/stays.                                       | <input type="checkbox"/> Weekend work.                     |
| <input checked="" type="checkbox"/> Travel between office locations/regions.                      | <input type="checkbox"/> Evening work.                     |
| <input checked="" type="checkbox"/> Travel to clients (varied locations).                         | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. |  |
| <input checked="" type="checkbox"/> Use of TBS pool cars.   |  |

### Key relationships

#### We work collaboratively with others. This position works closely with:

##### Within The Benevolent Society:

- Team Leaders & Managers
- Allied Health staff
- Administration staff
- Learning and Development Team
- Other Benevolent Society programs

##### Outside The Benevolent Society:

- Clients their families and carers
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies
- Other government agencies