

<b>Position Title:</b>	Customer Partner
<b>Department:</b>	Customer Engagement
<b>Direct Reports:</b>	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 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ over 2,600 staff and provide empowering, personalised services to over 15,000 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 Customer Partner Team are the central point of contact for Northcott customers.

The team have strong knowledge of Northcott services and partner with customers through their journey with Northcott to ensure that they are at the forefront of service delivery and that the services that they receive best support them to achieve their goals.

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### KEY OBJECTIVE OF THE POSITION:

Work within a person centered framework to build strong relationships with our customers to understand their goals, aspirations and changing needs to ensure that the services that they receive best support them to achieve their goals.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Excellent verbal and written communication skills including report writing
- Strong relationship and people management skills
- High level organisational, efficiency and time management skills
- Proficient computer skills
- Well-developed problem solving skills and the ability to stay calm under pressure
- Knowledge of the Person Centred practice framework
- Ability to communicate effectively with all internal and external stakeholders with awareness and sensitivity to different cultures and disabilities
- Knowledge of the Disability Services Act & Standards
- Knowledge of the Child Protection Legislation and the principles of Keep Them Safe.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in account management, customer management or equivalent health or disability services experience
- Experience working with people with a disability
- Knowledge of the Person Centred Practice Framework
- Strong knowledge or understanding of the National Disability Services Standards and National Disability Insurance Scheme (NDIS)
- Current Drivers' License
- Proven organisational skills with demonstrated ability to multi task and manage time

### DELEGATION LEVEL

- Nil

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Work within a person centred evidence framework to develop and maintain positive and trusting relationships with customers
- Responds to work assignments and customer driven tasks within the stated timeframe and in a courteous manner.

#### Professionalism

- Displays a professional attitude with regards to both oral and written communication, and dress attire.
- Demonstrates effective time management skills.
- Shows positive attitude.
- Maintains regular attendance.
- Meets productivity standards.
- Interacts as an effective team member.

### Problem Solving

- Defines extent of problem areas and develops solutions.
- Effectively identifies and evaluates alternative solutions.
- Makes decisions and recommendations consistent with skills and experience.
- Flexible in modifying decisions.

### Relationship Building

- High level advocacy and negotiation skills with well-developed interpersonal skills and a demonstrated ability to work collaboratively and establish effective working relationships with operational and service delivery staff
- Builds and maintains strong community relationships as the face of Northcott Identifying any resourcing issues and share insights with coordinator/sales/other managers to support the management of customer expectations
- Collaborates with peers to achieve organisational performance measures

### Leadership

- Independently performs and accomplishes program expectations.
- Requires minimal supervision.
- Independently contributes ideas and adaptation of program where required.
- Promptly undertakes problems and devises solutions or reaches out for advice and support.

### Job Knowledge

- Demonstrates the specialised knowledge required to provide a best practice and a quality service.
- Effectively learns new job skills
- Maintains up to date job related information
- Aware of general issues related to the position

### Team Work

- Contributes to the team by providing advice within area of specialisation
- Values others' input and expertise and is willing to learn from others
- Provides advice to team members when requested

### Financial Impact

- Releasing funding for services (new and existing customers) (shared with Operations Coordinators)
- Ensuring overall funds available to customers
- Processing any new requests from account management resulting from change of customer service requirements
- Follow up/reconcile any non-funded customer activity

### Time Impact

- Meets scheduled internal and external deadlines
- Manages time effectively
- Timely referral of all potential new service requirements from customers' (new and existing) to and from Sales

## DUTIES

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The typical duties of this position include:

1. Working from a person centered framework to build and maintain strong relationships with customers
2. Identify opportunities for customers to meet their goals (through upsell, sale and review) based on customer goals and sound knowledge of Northcott services
3. Work closely with the broader customer engagement team to ensure handover of customer specific needs are captured as part of service delivery.
4. Engaging with local community and being the face of Northcott in line with organisational values
5. Conduct monthly customer check- ins and periodical holistic service review at 3,6,9 and 12 months with customers to ensure service consistency and relevancy to goals
6. Conduct scheduled welfare checks where required for customers receiving essential shifts
7. Communicating with the customers next of kin/family/plan nominee as required
8. Information gathering and profile development and quality documentation audits- ensuring customers goals and needs are captured and customer set up is correct
9. Identifying any resourcing issues and share insights with coordinator/sales/other managers to support the management of customer expectations
10. Timely referral of all potential new service requirements from customers' (new and existing) to and from Sales
11. Processing any new requests from account management resulting from change of customer service requirements
12. Establish and maintain strong working relationships with internal and external stakeholders
13. Triggering plan review with coordinators against services provided by Northcott (as per service agreement), along with review of support documentation with coordinator's
14. Managing customer funds and ensuring value for money from customers plan, this includes ensuring overall funds available to customers, releasing funding for services (shared with operational coordinators) and that charges occur for services delivered
15. Follow up/reconcile any non-funded customer activity
16. Work with service delivery to effectively and efficiently manage customer concerns to support resolution and drive continuous improvement across Northcott services
17. Review substantial change of circumstances for customers through regular contact and periodic reviews the services still meet the needs/goals of the customer and triggering plan review where required
18. Closing a customer's account if customer is no longer receiving services from Northcott
19. Be aware of and sensitive to the needs of customers from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
20. Work within the framework of the NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, NDIS Act 2013, NDIS Operational Guidelines and other relevant legislation.
21. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics
22. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
23. Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager

**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

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## Position Description

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All Northcott employees are expected to adhere to Northcott policies and procedures, in particular:

- Code of Conduct and Ethics
- Discrimination Harassment and Bullying Prevention Policy
- Equal Employment Opportunity Policy
- WHS Policies and Procedures.

For more information see your manager or refer to the policy and procedures on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**