

Community Support Services



Position Description	
Position Title	Manager of Client Services
Department /Location	Head Office
Reports To	Operations Director of Community Support Services
Direct Reports	4-6
Award	Social Community Home Care and Disability Services
Classification	Social and Community Services Employee Level 6
Community Services #1 Capability Level	Level 6
Objective	<p>The primary purpose of the position is to provide leadership to manage the operations of the Client Services team to achieve set and reportable outcomes. The Manager of Client Services supports the Operations Director in the operations of Community Support Services.</p> <p>The Client Services Program provides community based services through individual support including social support cultural and linguistic diverse groups.</p>
Key Accountabilities and Capabilities	<p>Building effective relationships to work with multidisciplinary teams experienced in and across the community, aged care and disability sectors in the ACT and Southern NSW.</p> <p>Provide leadership, mentoring, support and guidance to enable employees to deliver quality services and programs through regular and effective supervision.</p> <p>Respond to staff grievances, and undertake disciplinary action including terminations in conjunction with policies and procedures.</p> <p>Facilitate team meetings and staff learning and development.</p> <p>Attend regular supervision with the Operations Director of Community Support Services.</p> <p>Development and regular review of internal processes that are accountable, clear and effective for the Client Services team in conjunction with other internal and external services.</p> <p>Identify tasks to be undertaken, fairly allocate tasks to team, ensuring all work tasks are completed and, where necessary, prioritising work tasks.</p>

	<p>Perform and model risk management principles to work practices and ensure incidents and events are appropriately reported and escalated. Monitor and address workplace health and safety risks for clients, staff and visitors of the program to maintain a safe work environment for all.</p> <p>Provide high quality written reports and submissions including analysis and data collection both internal and external as contractually required.</p> <p>Manage operations of the Client Services team including budget monitoring and compliance with legislative requirements.</p> <p>Work collaboratively with staff across the organisation to ensure organisational needs are understood, recognised and responded to, as well as staff are supported in their services.</p> <p>Lead and or contribute to continuous quality assurance activities to ensure best practice.</p> <p>Attend stakeholder/networking meetings as directed.</p> <p>Manage accurate information records, whilst adhering to ethical privacy and confidentiality principles.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>
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Selection Criteria	
<p>Required Qualifications, Skills and Experience</p>	<p>Demonstrated equivalent advanced diploma qualifications in fields such as Community Sector Leadership and/or Management or other relevant field and a minimum of 3 years' experience. .</p> <p>Demonstrated experience in managing people to achieve outcomes and skills development, multidisciplinary relationships, monitoring of service performance and staff supervision.</p> <p>Demonstrated sound understanding of risk assessment and duty of care for client services.</p> <p>Ability to work to deadlines and multitask.</p> <p>Excellent written and oral communication skills, as well as highly developed interpersonal, coaching, and consultative skills.</p> <p>Excellent administration skills and computer literacy.</p>
<p>Additional /Legislative Requirements</p>	<p>A.C.T Working With Vulnerable People Card Current Driver Licence and Own Car</p>

Acceptance

I understand and accept the duties and responsibilities as outlined in this position description.

Employee:

Date: