

# Client Support Partner

## Position

This position is within Disability Services. It is part of various teams.

- This position reports to the Manager.
- Reporting line may vary depending on location and service size
- This position does not have any direct reports  This position may have direct reports, positions vary
- This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

- This position is a budget holder  This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance

## Purpose

The Client Support Partner works in partnership with people with disability their family and carers to design, coordinate and monitor the delivery of services that build a person's capacity, is based on individual needs, preferences and goals to live their best life

## Focus

### To achieve this purpose, the position holder would typically

- 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.
- 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.

**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.

**Relationships**

**We work collaboratively with others, however this position works close closely with:**

<p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> <li>• Senior Managers &amp; Managers</li> <li>• Allied Health staff</li> <li>• Administration staff</li> <li>• Learning and Development Team</li> <li>• Other Benevolent Society programs</li> </ul>	<p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> <li>• Clients their families and carers</li> <li>• Referral agencies</li> <li>• Medical and Allied Health Professionals</li> <li>• Regulatory and Complaint agencies</li> <li>• Other government agencies</li> </ul>
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**Individual**

**To achieve the position purpose and outcomes the position holder will need to have:**

- 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 gay, lesbian, bisexual, transgender and intersex (LGBTI) communities
- Demonstrated computer skills including Microsoft Office

**Travel**

**This position may require some flexibility in terms of travel or hours of work:**

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

**Context**

**Those with knowledge of this position say the things that might make your day are:**

- 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.

**Those with knowledge of 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

<b>Appro</b>	<b>Approver</b>	Director, Human Resources	Date: 16 July 2018	Position Code DS014
	<b>Review history</b>	V1.0 Release		

**Advertising:** Client Support Partner, Disability Services

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.