

POSITION DESCRIPTION

Position Number:	1053
Position Title:	Manager Client Services
Position Type:	12 Month Fixed Term - Full-Time
Location:	Darwin
Direct Reports:	7
Responsible To:	In Partnership: Manager Family and Children's Service & Manager Mediation Services

About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Vision

Relationships Matter - Respectful Relationships can empower people to belong, connect and have meaning and confidence to meet the challenges of our time.

Purpose

To embrace and improve individual, family and community wellbeing through our supportive, professional and culturally appropriate counselling, mediation and family meetings.

Values

We value

We demonstrate this by:

RESPECT:

Respecting the rights of individuals, families, stakeholders, our clients and our employees, to make informed choices.

ABORIGINAL & TORRES STRAIT ISLANDER:

Supportive two-way learning to strengthen our services, by embracing culturally innovative service provision and employment for First Nations people.

INTEGRITY:

Providing services which are appropriate, supportive to client and community needs and which adhere to the highest ethical standards.

SOCIAL JUSTICE:

Promoting and pursuing a society which is equitable and inclusive.

EXCELLENCE:

Pursuing excellence through critical and continuous reflection, professional and organisational development, best practice and innovation.

DIVERSITY:

Advocating inclusiveness to all regardless of age, gender, race, sexuality, disability, religion and any other unique talent.

Summary of Position

The Manager Client Services is responsible for the development and ongoing day to day operational management of the Frontline Client Service Officers and Intake Officers.

Working with the Manager of Family and Relationship Services (FaRS) and the Manager of Mediation Services, this position will provide leadership in quality assurance, clinical governance, processes and systems.

The Manager Client Services will be a dynamic and empathetic leader who encompasses strength-based values ensuring front of house services are integrated, high quality, and meet all required standards of practice. This position requires a competent management skill set to develop and maintain a competent and positive working culture within the Client Services and Intake team.

In the performance of this role, you are required to comply with the Safeguarding Children and Young People Practice and Behaviour Guidelines and to participate in cultural fitness activities.

Key Duties and Responsibilities

- Provide clinical leadership within the Client Services and Intake delivery teams, including supervision as appropriate, mentoring and training of staff.
- Effectively manage direct line reports; ensuring staff training and development plans, performance review processes and reflective practice approaches are in place, documented and regularly reviewed.
- Implement staff recruitment and multidisciplinary team formation ensuring staff management practices are encouraging-and meet professional standards.
- Identify and proactively manage staff performance, confidentiality, disciplinary procedures, work health and safety, industrial issues and or client complaints in conjunction with the relevant Manager, the Senior Executive Team and Human Resources.
- Build a high performing team culture, which creates a strong service alignment, within and across all NT offices.
- Report to the Manager FaRS and Manager Mediation Services (concurrently in partnership) on a regular basis; including the provision of required reports, strategic planning and review processes.
- Ensure smooth client delivery and communication between clinical and administrative staff.
- Ensure quality assurance, risk management, document control processes and systems are in place for the regular review of policies, procedures, operational manuals and clinical practices within the Client Services area.
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Relationships Australia NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Work collaboratively with the team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Conduct Client Services and Intake Services tasks directly with clients for approximately 2 days per week.
- Other suitable duties as may be directed from time to time.

Qualifications and Experience

Essential.

- Tertiary qualifications in Social Sciences or other relevant areas.
- Eligibility for registration with AHPRA and/or other professional association, for example PACFA, ACA, AASW is essential.
- Minimum 2 years demonstrated experience in a leadership role within a health service.
- Demonstrated ability to engage clients in distress to identify their support needs, both in person and by telephone.
- Ability to demonstrate professional competence appropriate to screening and assessment of people experiencing family relationship issues.
- Demonstrated case management experience including all aspects of information recording, file administration, and liaison with service providers to deliver effective client services.
- Advanced level of administrative skills and experience in the use of IT databases and computer systems.

- Experience in provision of referral options for clients to access appropriate services.
- Knowledge of current theory and practice relating to family relationships and a demonstrated understanding of the relevance of domestic violence and child protection considerations when assessing a client's needs.
- Demonstrated capacity to maintain confidentiality over sensitive client information and to contribute positively to a multi-disciplinary team environment.
- Experience in the provision of services to Indigenous and Culturally and Linguistically Diverse clients and a willingness to participate in cross-cultural training and events.
- Willingness to uphold RA-NT values, and to comply with workplace policy and Code of Conduct, and a commitment to ongoing professional development.
- First Aid Certificate or willingness to obtain within 3 months.

Desirable

- Post Graduate qualifications in a relevant discipline, business or project management is highly desirable for this position.

Requirements

- A satisfactory Northern Territory working with children check.
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Corporate

Physical Resources

- Take care of physical resources during employment with RA-NT including IT, vehicles, equipment and related items.

Systems

- Comply with RA-NT corporate systems, policies and procedures.

Work Health and Safety

- Demonstrated safe work practices for personal health and safety, and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction and co-operate with any reasonable policy or procedure of the organisation relating to health or safety in the workplace.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:









Date:

<i>Reviewed by:</i>	<i>Human Resources</i>	<i>August 2021</i>
<i>Review due by:</i>	<i>Human Resources</i>	<i>August 2023</i>
<i>Approved by:</i>	<i>Chief Executive Officer</i>	<i>August 2021</i>

Basic Employment Conditions for – Manager Client Services

Place of Employment:	Darwin
Salary:	\$92,703.52 per annum (Level 6 Pay Point 1)
Fixed Term:	12 Month Fixed Term – Full Time
Hours of Work:	37.5 hours per week. (8:30am to 5:00pm Monday to Friday)
Superannuation:	10.00 % as per Commonwealth Superannuation Guarantee [Administration] Act 1992

Benefits and Entitlements

Salary Packaging: 	As a Public Benevolent Institution (PBI) RA-NT can offer up to \$15,899 per annum pro rata of the salary, tax-free as a fringe benefit (Conditions Apply).
Entertainment Benefits: 	As part of the Salary Packaging RA-NT can offer up to \$2,650 per annum pro rata of the salary, tax-free as a fringe benefit (Conditions Apply).
Annual Leave: 	5 weeks per annum pro rata. Leave Loading of 17.5% will be payable on annual leave per annum pro rata. In addition, 3 days of leave (without Leave Loading) are given between Christmas and New Year during the RA-NT Office Closure.
Long Service Leave:	As per the NT Long Service Leave Act.
Personal & Parental Leave: 	10 days per annum pro rata for personal leave and up to 6 weeks paid parental leave per annum pro rata.
Professional Development: 	Staff development in accordance with RA-NT guidelines (\$3,000 – total of 10 days PD leave pro rata). PD is accessible after three months of continuous service.
Wellbeing Allowance: 	\$200 per staff member per financial year as part of the organisations commitment to improve the health of its employees, paid upon production of receipts.
Relocation Allowance: 	An allowance of up to \$2,000 is payable if relocating from interstate (Conditions Apply).
Cultural Fitness: 	A number of events are organised throughout the year to promote and celebrate diversity.