



bobby goldsmith foundation

practical emotional financial support

CLIENT SERVICES MANAGER

Key Selection Criteria

- Demonstrated experience working with people with complex needs and behaviours particularly in relation to chronic illnesses and dementia.
- Capacity to handle clients in crisis using appropriate communication and first aid interventions.
- Experience of leading a small team in relation to performance, setting priorities and planning
- Experience in and ability to conduct a competent client needs analysis and to select those strategies, services or interventions that are appropriate to help clients attain a desired outcome (independence, lifestyle and goals).
- Knowledge of the range of interventions available through BGF specifically, or the financial, community health and housing sector in general, may include assistance, referral, advocacy, or direct counselling.
- Experience in developing client service programs, policies and procedures.
- Accomplished skills in verbal and oral communication, and interpersonal relationships.
- Current drivers licence and ability to undertake state wide travel from time to time.
- Tertiary qualifications in allied health or community services with minimum qualification Cert IV Community Services
- Demonstrated experience in maintaining and developing day to day operational procedures including records management, finance, report writing, correspondence, travel, document and policy production. This requires competence in the use of standard computer office software.