



Position Title: Client Services Manager	Reports to: Operations Director	Authorisation Date: CEO, May 2010
Classification level: BGF 7/8	Appointment status: Permanent	
Roles reporting to this one: Supported Accommodation Caseworkers and Community Support staff		
<p>Position Purpose: This role will support the Operations Director in the development of policies, programs, training and service delivery for BGF's Client Services programs including Supported Accommodation. It will also support the Operations Director by supervising some Client Services staff and providing advice on future programs. The Service Plan implementation will be key to this role.</p>		
<p>Key Challenges: (what makes role difficult, unique)</p> <p>The challenges of the role include:</p> <ul style="list-style-type: none"> • Supporting other caseworkers who are providing casework services to clients with a range of complex needs • Working within a passionate, committed team, some of whom may have first hand experience of living with HIV • Supporting PLWH who have difficulties in engaging with services and may have a profile of dual / multiple diagnosis and related behavioural concerns. • Working with clients who have varying levels of, and capacity for, social functioning and health problems. • Managing the fast changing developments in HIV/Aids treatment which may impact the on-going needs of BGF clients. • Understanding the lack of knowledge in the general community about the challenges and issues facing people living with HIV. • Maintaining excellent networking and partner relationships with other key HIV, housing and disability organisations • Managing competing demands of clients, carers, client's family and friends, other service providers, BGF and funding agencies requirements and regulations. 		
<p>Key Relationships / Interactions / Contacts:</p> <p>This role represents BGF at client meetings and case conferences, interagency meetings, relevant HIV sector forums and conferences. The relationships and contacts of this role are broad and varied, from government agencies, other service providers, community and health care workers, clients, carers, family and friends of people living with HIV.</p>		

Essential 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.

Desirable:

- Certificate IV in Frontline Management
- Demonstrated understanding of the conditions which promote or limit optimal functioning for PLHIV.
- Demonstrated understanding of the major models of causation that are concerned with both the promotion of healthy functioning and with rehabilitation.

Key Accountabilities	Typical activities and outcomes (include but not limited to...)
BGF Team Member:	<ul style="list-style-type: none"> • Is an effective and active member of the BGF team who works to ensure their area of work delivers services and support that align with the mission, vision, values and goals of BGF and the team. • Ensure provision of a work environment that adheres to EEO and OH&S requirements and that OH&S becomes day to day awareness. • At all times operate in a way that contributes to the workplace and is free of discrimination, harassment or bullying behaviour. • Operate as a team member to achieve team and BGF goals and comply with BGF policies and procedures. • Undertake development to achieve individual, team and BGF goals • Responsible for taking action to prevent damage to the health and safety of self, other people and/or to property. Responsible for taking prompt and correct action when actual damage / injury occurs. • Maintain confidentiality of information at all times. • Ethically and respectfully build and maintain effective working relationships. • Adhere to and role models the BGF Code of Conduct
Administration and operations	<ul style="list-style-type: none"> • Ensure records and files are up to date so that, client needs are consistently and effectively handled. • Work with the Operations Director to review policies and procedures and update as required. • Contribute to monthly, quarterly and annual reporting.

	<ul style="list-style-type: none"> • Ensure maintenance of equipment and other capital investments as required • Utilise effective communication skills to ensure information is distributed on a timely and clear basis. • Responsible for own day to day administration e.g. travel, correspondence, appointments • Develop, document and maintain systems and procedures to manage own area of work so that essential work can be continued even when absent.
Client relationships	<ul style="list-style-type: none"> • Use assertive communication and effective feedback to support an individual, yet maintain personal and professional boundaries. • Using highly developed communication and negotiation skills effectively establish an agreed understanding of the issues/needs with a potential client and makes accurate referrals / recommendations. • Respectfully and ethically communicate, support and work with clients to achieve appropriate levels of independence. • Identify, recommend, negotiate and implement care plans. • Provide advice and assistance to Case Workers when handling new, complicated or difficult client situations.
Client support, service and advice	<ul style="list-style-type: none"> • Highly skilled in the identification and assessment of client needs and referring clients to the relevant range of services as appropriate. • Expert adviser on the full range of BGF client support, service and advice that is available. • Keep up to date on the range of support and services available to PLWH. • Work with team members, case managers and other relevant service providers to develop a care plan to support clients. • Provide personal assistance and guidance to clients whilst maintaining professional and personal boundaries. • Monitor and report on the impact of client support and makes recommendations. ▪ Responsible for ensuring that crises / emergency situations are correctly and efficiently handled.
Partner Relations	<ul style="list-style-type: none"> ▪ Coordinate partners to provide an agreed level of service, advice or support to BGF clients and / or programs. • Participate in networking activities as a representative of BGF. • Build and maintain effective working relationships with internal and external clients. • Positively and constructively represent the BGF mission and vision to contacts at all opportunities. • Establish and maintain protocols for working with partners to maintain agreed levels of support, service and advice to clients e.g. case meetings
Planning and Strategy	<ul style="list-style-type: none"> ▪ Set priorities, plans and organises your own work and that of your team in line with the organisations strategic and business plans. ▪ Review services, suggest improvements and draft recommendations. ▪ Develop and implement policies and procedures. • Make recommendations to improve the type and level of service, support and advice provided to clients as part of the Client Services team and assist with the business planning and reporting as part of the Management team. • Assist with the development of strategies in response to identified service / access issues and recommendations.
Finance and Budget	<ul style="list-style-type: none"> • Ensure compliance with administrative and financial policies, procedures and budget in relation to areas of responsibility. • Contributes to the development of the budget for the area. • Process all client financial assistance, NILS applications and all related client documentation.
People Management	<ul style="list-style-type: none"> • Supervise, support and mentor team members in relation to casework responsibilities and learning and development needs. • Undertake annual staff performance reviews.