

Director, Client Services
Position Description

Bobby Goldsmith
Foundation

Effective as of 13 January 2022

Position Title:	Director, Client Services
Reports to:	Chief Executive Officer
Authorised by and date:	CEO, 25 September 2020, updated on 10 January 2022
Classification level:	Managerial (not governed by any Awards)
Roles reporting to this one:	3 direct reports being: <ul style="list-style-type: none">• Psychosocial Support Services Manager (1.0FTE)• Community Support Program Manager (1.0FTE)• Programs Coordinator (1.0 FTE)
Appointment Status:	Permanent / 76hrs per fortnight (1.0FTE)
Position Purpose and Accountabilities:	<p>The Director, Client Services is a member of Bobby Goldsmith Foundation's Executive Leadership team, and has accountability for:</p> <ol style="list-style-type: none">1. Enabling BGF clients to achieve improved health and well-being outcomes and optimise their quality of life;2. Managing the provision and delivery of support services for BGF clients through residential brokered care; psychosocial support services, and health and well-being programs;3. Leadership and management of permanent and casual employees and volunteers including students on placement within the Client Services business unit;4. Ensuring the NSW Health/BGF Annual KPIs are met, recorded and reported;5. Providing strong leadership to their fellow Executive team members, and to the Client Services team to achieve BGF Strategic Goals and to deliver on its mission; and6. Identifying and responding to program and service gaps and securing funding and revenue opportunities in conjunction with the members of the Executive Leadership team.
Key Challenges: (what makes role challenging, unique)	<ul style="list-style-type: none">• You will be required to think like a seasoned strategist whilst being very hands-on at the same time - being able to manage team and programs at a detailed level where required e.g. cost control, resource allocation, performance management etc.• You will draw upon your broad span of experience and the contacts established over your career to maintain and build BGF's reputation as a provider of outstanding client service.• The uniqueness of the role is that it will provide you with a challenging and dynamic environment within which to hone your leadership and managerial skills with a high level of autonomy and accountability. You will work closely with the CEO, Board, Committees and Executive team providing you with exposure to other areas of the organisation that will

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	<p>contribute to your personal growth and to your professional career development.</p> <ul style="list-style-type: none">• Your emotional intelligence, your ability to work together with the CEO and other stakeholders, your effective team management and your skills and experience on delivering outcomes on your promises, transparency and accountability are vital to the role.
Freedom to Act:	<ul style="list-style-type: none">• Working collaboratively with the CEO, this role will ensure the development and implementation of client services program initiatives subject to their alignment with BGF's strategic goals and the organisational delegations in effect at the time.• The incumbent will participate in and update the Board on all Client Services activities and results as deemed appropriate by the CEO.• Whilst the Director, Client Services has the freedom to communicate on behalf of the organisation at various forums and events, all formal corporate communications must be authorised by and emanate from the office of the CEO under the stewardship of the Director, Marketing and Fundraising.

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<p>Capability Requirements : (knowledge, skills and experience)</p>	<p>Essential</p> <ul style="list-style-type: none"> • Ability to work collaboratively with the CEO and other stakeholders, and your hands-on approach to every touch of your work at administrative, operational and strategic levels; • Ability to think strategically, and actively participate in and influence the inputs and outputs of BGF's 4-yearly strategic planning cycle. • A deep understanding of the sector BGF operates within, the dynamics and the activities required to meet all stakeholder expectations. • A solid understanding of the client groups BGF supports, and the communities they are connected to. • Outstanding skills in the design, implementation and evaluation of a client programs, with evidence of successful outcomes. • A thorough understanding of program logic, including measuring outcomes and social impact. • A strong, hands-on ability to operate within the current Client Relationship Management system to ensure efficiency and effectiveness of case work, and transparency in all client dealings. • Commitment to the development and maintenance of best-practice client service standards across all touch points. • Proven experience in the development and maintenance of stakeholder relationships. • Demonstrated experience in acquiring funding through the grant funding process during challenging times. • Extensive experience in project management and the ability to manage projects with competing priorities and deadlines. Project management to include detailed budgeting, scoping, key milestones, implementation, reporting and measurement. • Ability to write and deliver submissions, reports and papers with an understanding of what constitutes effective communication across all media and relevant to the target audience. • High level financial management and analytical skills, particularly monthly, quarterly and annual reporting against budget and KPIs. • Outstanding skills in verbal and written communication and interpersonal relationships. • Demonstrated experience in undertaking day-to-day operational tasks involving records management, budgetary control, report writing, correspondence, policy and procedures development. • Demonstrated experience in change management including NDIS registration, restructuring and remote management. • High level competency in standard office computing in addition to Office 365, PowerPoint and MS Project. • Capacity to work outside normal business hours as required from time to time.
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	<p>Desirable</p> <ul style="list-style-type: none">• Understanding of the role Marketing and Fundraising plays in the corporate mix with specific reference to social media, BGF's website and other marketing / fundraising opportunities.• Understanding of the role Operations plays in the corporate mix with specific reference to human resource management, ICT systems, administration, risk management, WH&S, policies and procedures, research and evaluation.
<p>Key Relationships / Interactions / Contacts:</p>	<p>The incumbent will represents the organisation at a range of stakeholder meetings. The relationships and contacts of this role are broad and varied, and include BGF Board members, donors, government officials and funders, sponsors, corporate executives, suppliers, trusts and foundations, service providers and partners, consultants and contractors.</p> <p>The incumbent will be required to represent BGF in a range of settings from formal to informal. From time to time they may be expected to speak on behalf of the organisation, or lead a discussion. As such they should be confident and capable in public speaking engagements. (refer to Freedom to Act above)</p>

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Key Responsibilities	Typical activities and outcomes (include but not limited to)
BGF Team Member	<ul style="list-style-type: none"> • As a senior Manager within the organisation there is a clear requirement for leadership both within your team and across the entire organisation. • Contributes positively by word and deed to the ongoing development of a strong organisational culture that reflects the organisation's values. • Is an effective and active member of the BGF team who works to ensure their business unit delivers services and supports that align with the mission, vision, and values of BGF. • At all times operates in a way that contributes to a workplace that is free of discrimination, harassment or bullying behaviour. • Leads their team to achieve BGF strategic goals whilst complying with BGF policies and procedures. • Undertakes relevant learning and development to help in the achievement of individual, team and BGF goals. • Is responsible for taking action to prevent damage to the health and safety of self, other people and/or to property. Is responsible for taking prompt and correct action when actual damage/injury occurs. Ensures that BGF provides a duty of care to all in the team, at all times. • Maintains confidentiality of information at all times. • Ethically and respectfully builds and maintains effective working relationships, both internally and externally. • Adheres to and role-models the BGF Code of Conduct.
Client Support	<ul style="list-style-type: none"> • Ensures that the Client Services team members are undertaking their responsibilities and performing their duties as set out in their respective Position Descriptions, and in so doing delivering outcomes as per BGF's KPIs with NSW Health and other funders. • Performs on-going reviews of BGF's service implementation, making recommendations to the CEO on strategic initiatives and quality improvements. • Provides skillful advice on the full range of psychosocial support services available to clients. • Keeps informed and up to date on the range of supports and services available to PLHIV, including undertaking learning and development in new and emerging areas of the epidemic. • Ensures that crises/emergency situations are managed in accordance with BGF's Critical Incident Policy. • Plans, implements and evaluates new programs and initiatives on time and on budget according to the approved project plan.
Partner Relationships	<ul style="list-style-type: none"> • Develops, manages and nurtures appropriate partner relationships to ensure delivery of BGF services and programs. • Ensures that the protocols for working with partners are appropriate to maintain agreed levels of support, service and advice to clients e.g. case conferences.

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	<ul style="list-style-type: none"> • Participates in all relevant networking activities as a representative of BGF. • Ensures that the Client Services team is working effectively with BGF's partners to provide agreed levels of service, advice or support to BGF clients/programs. • Builds and maintains effective working relationships with internal and external stakeholders, including initiating and leading meetings. • Ensures all necessary documentation in support of partner relationships is attended to in a timely manner e.g. MOU's, agreements etc. • Ensures that all existing and potential referral pathways are clearly defined, documented and adhered to, thus ensuring clients do not experience service gaps and are retained in care.
<p>Operational Management</p>	<ul style="list-style-type: none"> • Effectively implements changes affecting their team's processes and procedures, ensuring clear communication and understanding of changes thus minimizing organisational disruption and client confusion where relevant. • Adheres to all policies, processes and procedures. • Works collaboratively across the whole of the organisation to remove inter-departmental obstacles and barriers. • Utilises effective communication skills to ensure information is distributed on a timely and clear basis. • Is responsible for own day to day administration e.g. travel, correspondence, appointments - forward thinking and planning in this regard. • Ensures all records, data and files are maintained to a high standard and consistently up to date, and in line with relevant policies. • Ensures data integrity of all client records on the database is maintained. • Develops, documents and maintains processes and procedures to manage own area of work so that essential work can be continued when absent. • Drives the organisation towards Quality Certification through the documentation of processes and procedures whilst suggesting improvements based on experience and best practice.
<p>Contractor/Partner Relationships</p>	<ul style="list-style-type: none"> • Clearly articulates requirements and provides timely and effective feedback when negotiating with consultants and contractors. • Uses highly developed communication and negotiation skills effectively, establishing an agreed understanding of the issues and key deliverables at stake. • Respectfully and ethically communicates when working with service providers/contractors to achieve agreed outcomes. • Uses highly developed project management skills for the development and implementation of new client programs and initiatives.

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Planning and Strategy	<ul style="list-style-type: none">• Manages time, sets priorities, plans and organises their own work following established work practices.• In collaboration with CEO sets priorities, plans and organises their own work and aligns the organisation's strategic plan with the Client Services programs and projects as identified in the annual operating plan.• Reviews relevant project plans and updates regularly• Reviews services, suggesting improvements and drafting recommendations for improved efficiency/effectiveness.• Maintains and suggests improvements to existing and new policies and procedures in discussions with the Compliance, Research and Operations Manager.• Makes recommendations to the CEO to improve the type and level of service, support and advice necessary to further enhance the client experience.• Leads the business planning and reporting processes for their business unit.• Develops strategies in response to identified service /access issues and makes recommendations with particular reference to optimising grant funding opportunities in conjunction with the Marketing and Fundraising Manager.• Undertakes additional projects and tasks as agreed with the CEO from time to time.
Finance and Budget	<ul style="list-style-type: none">• Ensures compliance with administrative and financial policies, procedures and delegations in relation to all areas of responsibility.• Contributes to the development of the annual BGF budget for all client services income and expenditure.• Undertakes monthly, quarterly and annual budget review in conjunction with the Finance Manager and the CEO to identify and understand variances.
People Management	<ul style="list-style-type: none">• Establishes, leads, coaches, and inspires a highly engaged and productive team of professional workers.• Lead in the supervision and performance management processes.• Undertakes the induction and probation process of new team members, and volunteers as required.• Actively provides support and direction for team members.• Performs regular supervision routinely and well documented, and where appropriate, performance management with direct reports and also be the escalation point of all people-related matters within the Client Services team

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Person Specifications

Qualifications & Experience	<p>Essential</p> <ul style="list-style-type: none">• Tertiary qualification in relevant, recognised social work, human services, community discipline• Extensive managerial experience within a related environment• Client management experience• Significant experience in a middle-management role• Solid experience in a senior management role• Demonstrated project management experience• Demonstrated change management experience <p>Desirable</p> <ul style="list-style-type: none">• Post-graduate qualification in a management discipline• Experience in managing new business initiatives through the grant acquisition process
Personal Attributes	<ul style="list-style-type: none">• Personal values positively align with BGF's values• Positive and professional work style• High emotional intelligence• Dynamic leader• Ability to clearly communicate complex information to a wide range of internal and external audiences using appropriate tone and manner to achieve understanding• Successful coach and mentor• Team oriented and highly collaborative, discerning when to work independently

Package and Conditions

<ul style="list-style-type: none">• Tenured, permanent full-time role• Annual salary \$130K negotiable, dependent upon skills and experience• Superannuation contribution of 10%• Salary packaging available• 76 hour working fortnight• 20 days annual leave per annum with 17.5% leave loading• 6 month probationary period• Laptop and mobile phone provided• Office located in Surry Hills, Sydney, NSW• Inter- and Intra-State travel will be required as necessary• Valid, unrestricted NSW driver's license required• COVID-19 vaccination certificate issued by the Australian Government (Due to the public funding arrangement we require all employees to be at least double vaccinated at this point of time)
