

POSITION DESCRIPTION

Position Specifications

Position Title:	Client Service Coordinator
Division:	HomeCare+
Reporting to:	Operations Manager

Role Purpose

This role is responsible for ensuring HomeCare+ client needs are met through the delivery of a comprehensive, in-home support service.

Key Performance Areas

Service Provision

- Ensure that clients are provided with the agreed level of support as outlined in their service agreement
- Coordinate and manage client's support, whilst ensuring adherence to the client's service agreements and relevant legislation
- Provide direction, advice and support to Support Workers and facilitate the development of effective and appropriately trained Support Worker teams.

Employee Relations

- Enhance Support Workers' performance by providing leadership that empowers and develops each individual
- Build effective and trusted relationships with our workers, peers, leaders and all other key stakeholders
- Collaborate with all members of the HomeCare+ team with a positive and achievement-focused approach to contribute to the realisation of PQSA's overarching strategy.

Organisational Sustainability

- Contribute to client safeguarding and service excellence
- Ensure compliance with all organisational policies and procedures
- Lead in a way that reflects our core values and culture statement
- Maintain strict confidentiality of all sensitive information pertaining to PQSA/HomeCare+.

Work, Health and Safety (WHS)

- Work safely within your environment by adhering to WHS policies, procedures and guidelines
- Promote a strong safety culture by promptly reporting any WHS concerns, incidents or hazards
- Contribute to a positive work health and well-being culture by being a supportive, constructive and inclusive team member.

Knowledge, Skills & Experience

Essential

- Current working knowledge of the disability services industry
- Highly developed interpersonal skills, with a proven ability to communicate with a diverse range of people and maintain a high level of customer service
- Ability to empower and develop Support Workers
- Ability to work effectively in an autonomous role
- Ability to respond with empathy and maintain calm in stressful circumstances
- Problem-solving and time management skills.

Desirable

- Tertiary qualifications in disability, community services, nursing, other relevant discipline or equivalent industry experience
- Experience within the Disability sector
- Knowledge of NDIS requirements in relation to restrictive practices and person-centred support.

Special Conditions

- Current South Australian full drivers' licence is essential
- DHS Working with Children Check and NDIS Worker Screening Check and any relevant screenings as stipulated by DHS/NDIS
- Participation in the HomeCare+ after-hours emergency response roster
- Intrastate travel and work outside of normal business hours as required.

Our Values

We strive to conduct ourselves, in everything we do, according to our set of five key values.

- **Excellence** - We always achieve the highest quality and consistently go above and beyond
- **Innovation** - We are brave and creative. It's OK to challenge the status quo. We lead by standing out
- **Responsiveness** - We get positive outcomes by anticipating, acknowledging, informing, and acting
- **Equality** - We treat everyone fairly and with dignity and respect
- **Ethical Behaviour** - We are honest, fair, diligent, and trustworthy. We live our values.

Our Culture Statement

Our culture and what we stand for is everyone's responsibility.

<p>We Deliver:</p> <ul style="list-style-type: none"> • by taking personal accountability for our performance • with a can-do attitude • by going the extra mile • a standard of excellence with enthusiasm, pride, and integrity. <p><i>We won't shirk our responsibilities or blame others</i></p>	<p>We Grow:</p> <ul style="list-style-type: none"> • by accepting challenges and being focused on solutions • by calling out inappropriate behaviour • through creativity and innovation • with collaboration and the sharing of ideas. <p><i>We won't walk past bad behaviour</i></p>
<p>We Inspire:</p> <ul style="list-style-type: none"> • trust in each other to achieve high performance • by celebrating and recognising achievements • by fostering a workplace where everyone pitches in • by encouraging everyone to have a voice. <p><i>We won't be dismissive, aggressive, or intimidating</i></p>	<p>We Support:</p> <ul style="list-style-type: none"> • by creating a safe and happy environment for everyone • through open, honest and respectful communication • by sharing the load and supporting our teammates • with empathy, inclusivity, and courtesy. <p><i>We won't make people feel unsafe or anxious</i></p>

What we don't stand for is also everyone's responsibility.