



POSITION DESCRIPTION

CLIENT SERVICES MANAGER

Level & Salary Range	TBA – dependent on qualifications and experience
Employment Type	Full-time
Reports to	Director of Operations
Purpose of the Position	
<p>The Client Services Manager provides leadership and management across Carpentaria’s client services portfolio, including service development, design, and delivery. The position holder works closely and collaboratively with relevant internal and external stakeholders and multi-disciplinary teams to develop and deliver services to support participants across the continuum of complexity and takes a lead role in operationalising, managing, reporting and reviewing services.</p>	
Tasks and Responsibilities	
<ul style="list-style-type: none"> • Provide professional leadership and management across client services, demonstrating exceptional interpersonal and people management skills with a service-orientated mindset and a results-driven approach to solving problems • Refine models of support and service delivery requirements, ensuring appropriate documentation to ensure contemporary, innovative and person-centred, high-quality service delivery • Engage and collaborate with key staff across the organisation and external stakeholders to ensure appropriate service delivery projects and outcomes for participants are achieved • Ensure participant’s plans are assessed, reviewed and implemented in consultation with relevant stakeholders • Ensure appropriate supports for participants are provided within funding parameters • Oversee workforce management, including recruitment, induction, rostering, performance, WHS and supporting the ongoing learning and development of staff • Represent the organisation as a senior key initial contact for external stakeholders, including NDIS, NDIA, and the Office of Public Guardian • Identify opportunities for business improvements and ensure best practice in the delivery of integrated, proactive and responsive services to vulnerable people • Develop and maintain strong relationships with community organisations, driving new opportunities for community engagement • Balance and manage risk with the achievement of strategic and operational outcomes and growth targets • Design, develop, prepare and provide a range of relevant documentation as required, including process and procedure and various reports for both internal and external stakeholders as required 	
Essential Criteria	
<ul style="list-style-type: none"> • Relevant tertiary qualification • Extensive experience in the disability sector with knowledge and understanding of the National Disability Insurance Scheme (NDIS) and the NDIS Quality and Safeguards Commission • Knowledge and experience providing person-centred practices, including with participants with varying degrees of need and complexity • Comprehensive knowledge of program funding, reporting requirements and service guidelines relevant to the disability sector and specific to the NDIA • High-level written communication skills with the ability to develop and implement practice and procedure that ensure activities are documented and appropriately evidenced • Proven track record of managing projects, teams and budgets 	


- Demonstrated leadership capabilities with experience recruiting, training, managing and supervising teams of coordinators and support workers to deliver services across multiple accommodation services, regions and sites
- Well-developed interpersonal skills, with a strong person-centered focus and ability to influence, negotiate and delegate with internal and external stakeholders
- High-level judgement skills with the ability to apply critical thinking and problem-solving skills to make sound decisions
- High-level confidentiality and organisational skills with the ability to manage people and workloads and work both within a team and independently to manage multiple priorities, meet deadlines and achieve results
- High level of computer literacy and experience using Microsoft Office products as well as other databases
- Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance, First Aid & CPR Certificate, and NT Drivers Licence

Preferred Criteria

- Experience and understanding of the complexities associated with managing complex NDIS services (including for participants that include forensic, mental health, youth and/or ageing attributes) or ability to quickly acquire
- Demonstrated cross-cultural experience and experience working with individuals from diverse backgrounds

Values and Behaviours Required

- Embody Carpentaria's Values and Principles of Good Practice through a human rights based approach

Authorised by the CEO: 

Date: 21/02/2024