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| **Position Title:** | **Client Engagement Officer** |
| **Service Area:** | Disability & Mental Health Services |
| **Classification:** | *Social, Community, Home Care and Disability Services Industry Award 2010*Level 3 |
| **Location:** | 3 Powell Lane, Charters Towers, Qld, 4820. |
| **Reporting To:** | Client Services Manager |
| **Direct Reports:** | Nil |
| **Issue Date:** | 22 October 2021 |

# **The Organisation**

Prospect Community Services Ltd. is a non-profit organisation managed by a committee of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services through the following program areas: Community and Housing Services, Disability and Mental Health Services, Family and Youth Services, Business Services and Financial Services. These services work collaboratively to meet the aims and objectives of the services and the organisation.

# **Position Purpose**

* The purpose of the position of Client Engagement Officer is to assist with the management and take responsibility for all aspects of service delivery to participants of Prospect Community Services Ltd (PCS).
* This is a dual focus role: 50% office based focusing on planning, linking and liaising with participants and stakeholders and 50% support work directly with participants.

# **Position Responsibilities**

The Client Engagement Officer is responsible and accountable for:

* Facilitate community inclusion and participation, dependent on individual needs, abilities and preferences, and support participants to establish and maintain relationships and interests through access to community activities, venues and services.
* Design and implement individual program plans, tasks and activities aimed at meeting the participants individual goals and be accountable for the outcomes.
* Provide on-the-job training and/or orientation of new staff including completing buddy shifts.
* To embrace change in line with the principles of continuous improvement and play an active role in the future development and direction of PCS Ltd.
* Empowering and enabling Participants to exercise their right to self-determination.
* Bi-annual review of Participants NDIS goals and how they are being worked towards with evidential proof.
* Daily documentation on all contacts with Participants and Stakeholders.
* Ensuring Participant files are up-to-date, including but not limited to, risk assessments, household risk assessments, Participant support plans, allied health and medical plans, Brevity, Sharepoint and Microsoft Teams requirements. Subject to bi-annual review.
* Developing, maintaining, and submitting internal and external records and reports in the required manner, form, and timeframe.
* Taking reasonable care for their own health and safety and ensuring their acts or omissions do not adversely affect the health and safety of other persons (including Participants).
* Implementing Prospect Community Services Ltd.’s work health and safety risk management processes.
* Complying with all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
* Adhering to Prospect Community Services Ltd. policies, procedures, and guidelines.
* Performing designated tasks and duties as rostered, and undertaking such other reasonable tasks and duties as instructed by Prospect Community Services Ltd.

**Key Performance Indicators**

* Relevant, accurate, up-to-date, and easily understandable information, advice, and support is always provided to Participants in a timely, sensitive, and respectful manner.
* Participants are appropriately assisted in having their needs met in a safe, empathetic, non-judgmental, and individualised manner.
* Participant rights to privacy, confidentiality, and self-determination are constantly observed, and Participant information, data, and records are securely maintained at all times.
* Internal and external relationships and partnerships are nurtured and sustained to deliver a range of appropriate services and support to meet Participant needs.
* Organisational systems, policies, procedures, and guidelines are consistently enacted and complied with to ensure quality work performance and service delivery, and maintenance of a safe and healthy work environment.

**Organisational Relationships**

**Internal:** Prospect Community Services Ltd. service areas and team members.

**External:** Participants; other service providers; government departments and agencies; community organisations, groups and stakeholders.

**Key Selection Criteria**

**Qualifications and Experience**

* Certificate III level qualifications or willingness to complete within 12 months.
* Demonstrated experience planning and facilitating the implementation of service delivery options for Participants.
* Experience facilitating individual and/or group activities is desirable.

### Skills and Attributes

* Comprehensive understanding of National Disability Insurance Act 2013, Restrictive Practices, Human Services Quality Framework (HSQF), and Work Health and Safety Act 2011 or able to quickly acquire understanding and apply to the position.
* Demonstrated ability to relate effectively to, and communicate sensitively with persons living with a disability.
* Well-developed interpersonal, negotiation, mediation, and oral and written communication skills.
* Demonstrated ability to work effectively in collaboration with other relevant community and government organisations.
* Demonstrated ability to write reports and maintain Participant records and statistical data.
* Demonstrated ability to work independently and within a team.
* Sound time management and organisational skills and proven capacity to prioritise work commitments.
* Ability to maintain high ethical standards.
* Commitment to observing and implementing work health and safety (WHS) requirements.
* Well-developed computer skills, with proficiency in the Microsoft Office suite and use of information management systems.

**Mandatory Requirements**

* Current Queensland Driver Licence
* Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children check)
* Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History screening)
* Ability to pass drug and alcohol screening.
* Be availableto work a rotating on call roster including weekends

**Performance Appraisal**

 This position is subject to:

* Probationary performance appraisals at or before the end of each of the incumbent’s third and fifth months of employment; and
* Annual performance appraisals on the anniversary of employment.

**Note**

 It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

**Certification**

**Employee**

    I hereby acknowledge that I have read, understood and agree to comply with this Position Description.  I accept all

   position requirements, including its responsibilities and key performance indicators which may be altered in accordance

   with the changing requirements of the role.

   Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_

  **Direct Supervisor**

  I certify that this Position Description is an accurate representation of the current requirements of the role.

  Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Position\_\_\_\_\_\_\_\_\_