

POSITION DESCRIPTION

CLIENT SERVICES COORDINATOR

Job title: Client Services Coordinator
Reporting to: Client Services Manager
Department: Client Services
Job Type: 22.8 hours per week (3 days)
Location: 80 Betty Cuthbert Drive, Lidcombe

Purpose of the position:

Working for a not-for-profit organisation within a small but professional team, the Client Services Coordinator (CSC) supports people living with a neuromuscular condition throughout NSW by supporting the delivery of MDNSW Client Services programs and services. This includes: camps, skill development programs/weekends, retreats, community access and recreation and peer connect programs.

All staff of Muscular Dystrophy NSW have a passion for empowering, connecting and supporting people affected by neuromuscular conditions whilst promoting MDNSW values and person-centred planning.

Responsibilities & duties:

1. Support the delivery of the Client Services programs including but not limited to:
 - camps
 - skill development programs/weekends
 - retreats
 - community access and recreation
 - peer connect programs and events
2. Provision of accurate information to people living with a neuromuscular condition (NMC)
3. Provide administrative support to the Client Services team as needed.
4. Assist with outreach to members of MDNSW by phone, email or face to face.
5. Assist with the transportation of MDNSW participants during events and programs
6. From time to time you may be required to assist with personal care and hoisting of MDNSW program participants to enable their safe participation in programs and services.
7. Ensure that the person with a NMC is central to all support provided and that the person is in agreement with the type and level of support provided, to assist in the realisation of their goals
8. Develop and maintain strong professional relationships with other organisations and professionals including Neuromuscular Clinics, and provide support, mentoring and education as required
9. Provide accurate and timely reports in the CRM regarding any supports provided to clients
10. Ensure that all NDIS billing is completed in an accurate and timely manner
11. Attend Camps, Retreats and other organisation events as/if required
12. Regional travel may be required occasionally
13. Perform other duties as assigned by the Client Services Manager
14. Maintain a clean and safe workspace, and abide by workplace health and safety policies and procedures

Academic Qualifications

The successful incumbent will have the following qualifications or experience:

- Full driver's licence and clean driving record
- Certificate IV in Disabilities or equivalent experience
- Other documentation required: Current First Aid/CPR, Police Check, Working with Children Check, NDIS Worker Screening

- Relevant qualifications in Social Work/Case Management are highly desirable but not necessary

Work experience and Skills

1. Highly organised: ability to work with competing deadlines and a variety of tasks
2. Highly developed written and verbal communication skills
3. Experience providing supports and personal care to people living with physical disabilities
4. Extensive knowledge of both the physical and psychosocial issues commonly faced by people living with a NMC on a day to day basis
5. An understanding of and experience implementing person-centred planning for people with disability
6. A strong understanding and working knowledge of both government and disability services
7. Ability to work autonomously and part of a team

Workplace Health and Safety

Employees are responsible and accountable for:

1. Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
2. Active participation in activities associated with the management of workplace health and safety
3. Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace
4. Ensure compliance with NDIS Quality Safeguarding Framework and WHS systems, policies, and procedures.

Organisational Relationships

Reports to: Client Services Manager

Manages: No direct reports

Internal Contacts: MDNSW staff as appropriate

Acknowledgement:

This job description has been designed to indicate the general nature and level of work performed by the incumbent. It is not an exhaustive list and is subject to change. All MDNSW employees are required to comply with any reasonable work requests as directed by their employer from time to time.

Employee Signature

Date

Manager Signature

Date