

POSITION TITLE:	Client Engagement Coordinator
CLASSIFICATION:	Level 5, Disability Living Enterprise Agreement 2016
TERMS:	1.0 FTE

ORGANISATIONAL OVERVIEW

disAbility Living Inc. was established in 1984 to provide long term community accommodation and lifestyle support for young adults with disabilities. Our services have grown over time to include short term accommodation respite, transition accommodation, in-home support and community based social inclusion programs for children and adults, together with a range of professional services provided by our specialist Developmental Educator Support team. Today, our mission is to foster an inclusive community that supports people to make real choices about how they want their lives to be. We are committed to always putting people at the centre of everything we do, expanding horizons for our clients, our staff and our organisation in support of our vision - **Choices for Living**.

C.R.E.D.I.T Culture

Everything we do at disAbility Living is underpinned by our unique **C.R.E.D.I.T** culture. **C.R.E.D.I.T** provides a blueprint for seeing each other as human beings with similar experiences, rights and feelings, and helps us create a workplace and client service culture which sets us apart from other providers.

Communication

We listen and interact effectively

Respect

We are considerate, and show regard

Empowerment

We enable others through encouragement and sharing knowledge

Dignity

We uphold, and actively promote, the human rights of everyone

Insight

We acknowledge, and seek to understand, motivations for actions, thoughts and behaviour

Trust

We nurture confidence in our ability to interact with others.

PURPOSE OF THE POSITION

The Client Engagement Coordinator plays a leading role in monitoring and promoting the organisations social impact.

The Client Engagement Coordinator will ensure that disAbility Living's clients have a clear pathway to feedback during service delivery and beyond. Working across all departments, the coordinator will be collecting customer feedback, visiting members of our community and monitor customer satisfaction levels. The Client Engagement Coordinator will ensure the clients voice is conveyed effectively throughout the organisation, reporting findings through compelling data presentations with an unbiased approach. The Client Engagement Coordinator will curate and deliver our client event program, allowing them to truly blend social impact measurement, delivery, and Community Engagement.

This position description sets out the scope of the role together with the main duties of the position. It does not include or define all the tasks the incumbent may be expected to undertake, and duties may vary from time to time.

REPORTING RELATIONSHIPS

The position reports to: Manager Community Engagement

Staff reporting to the position: Nil

SPECIAL CONDITIONS

Initial and continued employment with disAbility Living is subject to the following special conditions:

- Worker screening check consistent with state and/ or National requirements
- Current South Australian Driver's licence
- Maintenance of mandatory training certifications as required by disAbility Living.
- Agreement to undergo medical or functional capacity evaluation by a practitioner of disAbility Living's choosing should disAbility Living reasonably believe this is required

RESPONSIBILITIES & DUTIES

Key Result Area

- Research and development which supports effective monitoring of client satisfaction levels, enables trend analysis, maps community engagement and actively informs continuous service improvements.
- Curate and coordinate disAbility Living's annual calendar of client engagement events
- Identify, establish and implement an effective social impact measurement tool that provides evidence-based, qualitative and quantitative data which monitors organisation performance and the achievement of strategic objectives.
- Establish, implement and maintain policy, procedures, systems and processes related to client feedback and demonstrated engagement in organisational planning and service development.
- Develop and co-ordinate meaningful and inclusive customer feedback channels
- Develop and co-ordinate accessible forums which enable clients to directly interact and communicate with the Board of Management, CEO and Senior Management.
- Co-ordinate and facilitate education and awareness programs relevant to client and their families
- Maintain an accurate database that facilitates the capacity to produce effective and meaningful reports
- Attend expos, forums and other networking and marketing opportunities
- Create compelling engagement strategies in addition to the development and maintenance of public relations collateral, on-line sector presence and regular delivery of client focussed information sessions

Relationships

- Networking to build, collaborate with, and maintain lasting relationships with key stakeholders including but not limited to clients, corporate, business, social and community groups
- Create participant feedback avenues which are person centred and incorporate recommendations into service development.
- Supporting the wider Community Engagement Team to fulfil strategic goals

- Capacity for a flexible approach to working week hours (some evening and weekend work)

Work Health & Safety

Comply with Work Health and Safety legislation, policies procedures and reporting requirements; in particular

- Use equipment provided for health and safety purposes
- Follow all reasonable instructions given in relation to health and safety at work
- Take responsibility for own observance of safe work practices and safe work environments
- Ensure staff and Volunteers observe Health and Safety policies, procedures and safe work practices.

PERSON SPECIFICATION

Operational requirements

- Ensure that disAbility Living's values, code of conduct and **CREDIT** culture are consistently upheld
- Actively participate in disAbility Living's Performance and Development systems
- Demonstrate a commitment to own learning and development to maximise professional potential and capability
- Read, understand and comply with all disAbility Living's policies and procedures
- Establish effective and collaborative working relationships with other business units
- Maintain culturally sensitive and inclusive practise
- Promote and implement policies and procedures in relation to Equal Employment Opportunity (EEO) and the prevention of Sexual Harassment
- Implement employment practises and policies that ensure compliance with relevant legislation
- Maintain appropriate levels of confidentiality by adhering to information security policies and procedures
- Demonstrate commitment to upholding human rights regarding empowerment of clients through persons centred service delivery
- Capacity for a flexible approach to working week hours (some evening and weekend work)

Key performance Indicators

- Creation and implementation of a social impact measurement tool which aligns with the disAbility Living quality assurance and monitoring program
- Events calendar planned and delivered on time
- Stakeholder satisfaction and customer feedback levels monitored and reported annually
- Client feedback related to the quality of the services provided by disAbility Living is gathered at 25%, 50% and 75% milestones of each individual's service agreement
- All clients empowered to provide feedback upon leaving disAbility Living Services
- Annual and bi-annual Client Engagement summary report with recommendations
- Client attraction, engagement and retention levels to be reported to manager

Skills & abilities

- Ability to positively promote customer feedback
- Ability to analyse data, distilling and reporting information
- Initiative, drive, self-motivation and the ability to work both independently and with proven effective collaboration in a team-based structure
- Strong interpersonal skills, including excellent and creative problem solving skills, outstanding attention to detail and administrative skills
- Ability to be person centred and client focussed at all times
- Ability in building positive relationships
- Ability to negotiate and maintain strong professional relationships with clients, staff, stakeholders, government agencies, and other service providers
- Ability to provide concise written or verbal reports to staff, clients and other areas of the business.
- Proven ability to liaise effectively with participants, customers, community groups, employees, external agencies, government departments and other stakeholders
- Ability to collate organisational data, including knowledge of restrictive practices

- Ability to manage a discrete function within an organisation
- Proven planning, coordination, and delivery of events
- Excellent personal, written and verbal communication
- Ability to positively promote service improvements

Essential knowledge & experience

- Experience in engaging with vulnerable persons or disability would be beneficial
- Experience in providing ethical and person-centred customer service principles
- Experience implementing social impact measurement tools
- Experience of curating and delivering events
- Proven experience in measuring social impact and data analysis
- Experience in evaluating, reviewing, and reporting feedback in an impartial manor
- Knowledge and understanding of risk management, WHS processes and standards
- Background in community-based human services, Social Sciences or events management or not-for-profit
- Experience producing data heavy reports in an accessible and compelling format
- Competent in the use of databases systems and Microsoft Office suite.
- Understanding of IAP2 Public Participation Spectrum
- Confidence in producing and updating digital media

Essential qualifications & training

- Minimum certificate IV in Community Services, or similar, with relevant experience in assessment and coordination (Tertiary qualification in Social science, community services, events management or equivalent an advantage)
- Current SA Driver’s Licence
- Current DHS Disability Services Employment Screening clearance
- Current Working With Children Check (WWCC) Screening clearance
- Completion of the NDIS Worker Orientation Module “Quality, Safety and You”

I have read and understand the requirements of the above position description.

Employee Name:

Employee Signature:

Date/...../.....

Managers Signature:

Date/...../.....