

Position Description	
Position Title:	Client Service Planner
Responsible to:	Chief Operations Manager
Reporting to:	Community Services Facilitator
Supervisor of:	Care Staff
Who We Are	
<p>At St John's, Clients are our primary focus. We are a dynamic organisation, committed to caring for our community by enhancing the independence and quality of life of the frail, elderly, younger people with disability and people with intellectual and psychiatric disabilities. We work as one team to take a proactive approach in the delivery of care, ensuring the services we provide to our community achieves best practice standards.</p> <p>We believe in investing in our most valuable resource, our staff. We support our team to continually develop and demonstrate strong leadership, empowering staff members and creating an environment where all individuals are treated with respect and dignity.</p> <p>Our staff are passionate about their work, advocates for our clients and dedicated to continually improving client outcomes. Our values of Clients, People, Accountability, Collaboration, Relationships and Recognition guide our decision making. They are not about what we do, but how we do it. Staff's dedication to our Mission and Values enables us to create positive experiences for our Clients and each other.</p>	
Position Purpose	
<p>The Client Service Planner is responsible to improve the quality of life for people with disabilities and the frail aged in the community by matching clients with appropriate programs and services. The Client Service Planner is also responsible for coordinating a group of staff, ensuring that appropriate service is provided and tasks are completed to a high standard and within specified timelines.</p> <p><i>To summarise, it is not the intent of this position description to limit the scope or responsibilities of the role, but to highlight the most important aspects.</i></p>	
Leadership	Success Indicators
<ul style="list-style-type: none"> Promote, develop and extend St John's interests and reputation through the provision of exceptional client service Manage team through the cultivation of a cooperative teamwork environment and identification of strengths and weaknesses to optimise employees' individual skill sets Provide clear instructions, direction and support to team members Ensure employees follow St John's policies and procedures, complete their tasks to a high standard and provide appropriate service within specified timeframes Ensure positive, regular communication with all staff Identify staff that require on-going training and discuss training opportunities with the manager to ensure their skills are improved Conduct performance reviews and address performance issues as required Address staff concerns and complaints and resolve in a timely manner Ensure staff are not harmed, abused or injured in carrying out their duties by conducting regular risk assessments and implementing corrective actions as required Conduct inductions and work-site orientations for new staff Hold regular meetings with Care Workers for the purpose of information sharing, support and on-going education and skills development Ensure staff are properly utilising Mobile Time and Attendance System and any discrepancies are addressed and resolved 	<p>Role models correct behaviour and assists in developing a high performing professional team with a positive work culture</p> <p>Performance reviews and probationary reviews are completed within required timeframe</p> <p>Employees demonstrate technical abilities to deliver services or have developmental plans in place to address underperformance</p> <p>Performance reviews are completed annually</p> <p>Staff concerns and complaints are addressed in a timely manner</p> <p>Mobile Time and Attendance System properly utilised by staff</p>

<ul style="list-style-type: none"> • Keep the manager regularly informed about issues impacting on service delivery • Assist with recruitment as required • Oversee recruitment, training, rostering and on-going support of volunteers 	
<p>Operations</p> <ul style="list-style-type: none"> • Meet with clients to identify needs and goals that support client's daily living and independence • Assess the circumstances as per St John's Assessment and Care planning guide and determine eligibility • Communicate service options to clients, including the scope of service that St John's can provide, as well as external services providers • Create and implement plans to connect each client with appropriate staff and services that meet their needs and goals • Assist clients in understanding processes, procedures and eligibility requirements • Maintain an excellent knowledge of programs and services available to clients both within St John's and externally, as well as familiarity with eligibility requirements for applicable services • Conduct regular risk assessments and put proper controls in place to eliminate and mitigate risk • Recommend professional services and offer to make referrals as required • Identify service gaps and assist the organisation and sector to develop responses to those gaps and unmet community needs • Maintain excellent stakeholder relationships • Ensure team maintains client confidentiality and completes required forms and documentation prior to gathering or disclosing any information • Address client concerns and complaints and resolve in a timely manner • Ensure all programs and service delivery are linguistically and culturally appropriate to the needs of clients • Maintain staff rosters & ensure staff/client ratios are adequate for the support and needs of clients • Work collaboratively with other service providers to ensure that potential clients and their carers receive the best possible access to information, referral and support • Undertake regular home visits to ensure service quality is maintained and issues identified by care recipients and carers are addressed to their satisfactions • Ensure that service delivery occurs within budgetary constraints including but not limited to staff ratios • Ensure all client fees are accounted for and secured in line with established procedures 	<p>Success Indicators</p> <p>Client services are undertaken in accordance with service agreement, departmental standards, and St John's policies and procedures</p> <p>Client assessments and coordination of services are completed in a timely manner</p> <p>Services provided are within the working requirements set out by funding bodies and St John's</p> <p>Demonstrates knowledge of St John's processes and policies and effectively passes this knowledge on to clients and care workers</p> <p>Risk assessments are conducted on private homes, St John's sites, group homes and all venues where support occurs within the required timeframe</p> <p>Client concerns and complaints are acknowledged within the required timeframe and investigated, resolved and reported appropriately</p>
<p>Governance and Compliance</p> <ul style="list-style-type: none"> • Oversee the administrative processes associated with the effective delivery of the Aged Care Services and Disability Programs in the region including developing care plans, regular client reviews, rostering staff, regular reporting on service activity and staff timesheets • Ensure client files are accurate and up to date • Comply with reporting obligations required by St John's and government funding bodies 	<p>Success Indicators</p> <p>Reports are accurate and on time</p> <p>Client files are accurate and up to date</p> <p>All incidents and near misses are reported</p>

<ul style="list-style-type: none"> • Ensure data input into TRACCS is maintained and up to date • Maintain a safe working environment in your area of responsibility • Ensure that WH&S policies, procedures and legislative requirements are met • Report any breach in WH&S and report all hazards, accidents and near misses in accordance with St John's policies and procedures 	<p>Evidence of a strong Safety-First culture</p>
<p>Continuous Improvement</p>	<p>Success Indicators</p>
<ul style="list-style-type: none"> • Identify opportunities for improvement to services provided and recommend changes to procedures and standards that impact beyond own team • Take action to promote or implement new ideas and encourage others to do so • Work with staff to implement innovation and continuous improvement in service delivery • Continuously improve own capabilities 	<p>Evidence of improvement to services, procedures and standards</p> <p>Strong working relationship with peers and management</p> <p>Complete own performance review process</p> <p>Training and personal development plans are followed through at the agreed time and dates</p>
<p>General Duties</p>	
<ul style="list-style-type: none"> • Undertake the duties in accordance with St John's mission, values, departmental standards, policies and procedures • Treat clients with respect, dignity and strive to promote their independence at every level • Maintain client confidentiality at all times • Represent St John's in a professional and positive manner at all times • Maintain a friendly and approachable attitude towards clients and staff and a clean and professional appearance • Adhere to St John's obligations to report incidents of child or elder abuse to the relevant authorities • Adhere to St John's requirements to report any imminent danger to the client or others, including report to police, ambulance or crisis services • Complete mandatory organisational training requirements • Attend meetings as required and completed any other ad hoc duties as directed by management • Undertake the responsibilities of the position adhering to: <ul style="list-style-type: none"> ○ Equal opportunity and anti-discrimination legislation and requirements, legal requirements ○ Workplace Health and Safety (WHS) legislation and requirements ○ Confidentiality agreement and Code of conduct 	
<p>Qualifications</p>	
<ul style="list-style-type: none"> • Certificate IV in Aged Care or Disability or equivalent or willingness to obtain • Queensland Driver's Licence and Queensland Department of Transport Driver's Authorisation • Australian Federal Police Check and DSQ Criminal History Check, Yellow Card (criminal history screening) • Working with Children Blue card 	
<p>Experience and Personal Attributes</p>	
<ul style="list-style-type: none"> • Demonstrated experience working with elderly persons and people who have disabilities and a proven ability to provide a high level of care and manage challenging behaviours • High level competency in utilising a variety of technology including mobile devices and computers, proficiency with Microsoft Office, Outlook and database systems • High level skills in managing a team, setting priorities, planning and organising work to achieve specific tasks and set objectives efficiently and effectively within set timeframe • Demonstrates a high level understanding of: <ul style="list-style-type: none"> ○ Human Services Quality Framework (HSQF) ○ National Disability Insurance Scheme Act ○ Community Care Common Standards • Excellent interpersonal and communication skills with the ability to communicate confidently with a diverse range of people 	

St John's Workplace Culture

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment by all staff to the following:

- Choose a positive attitude every day, actively role modelling the mission and values of St John's
- Build professional relationships clients, promoting the social and emotional growth of each individual by respecting their rights and opinions and by encouraging self-advocacy
- Treat everybody with respect and dignity and value people for who they are and their unique contribution, irrespective of role or level in the organisation
- Be open to receiving feedback and strive to continually improve yourself and the organisation
- Be clear and open about decision-making processes, gathering the ideas and input of others. Give new ideas from others proper consideration and participate in an inclusive and collaborative approach.
- Take a proactive approach to workplace health, safety and staff wellbeing.
- Celebrate diversity in the workplace and demonstrate cultural sensitivity
- Always behave ethically and with integrity