

POSITION:	Client Engagement Officer
STATUS:	Permanent
AWARD & SALARY:	Level 3 - Social, Community, Health and Disability Services Award 2010 Salary Packaging in accordance with Public Benevolent Institutions applies.
PRIMARY LOCATION:	Warrnambool
REPORTS TO:	Coordinator Client Engagement
DIRECT REPORTS:	N/A
RISK ASSESSED CATEGORY:	Tier 2 – Frequent Contact

ORGANISATIONAL CONTEXT

Mpower is a well-established, successful, accredited not-for-profit community-based organisation servicing the South West Victoria. Mpower has been providing a range of services to individuals and families for over 40 years.

Over time the operation of Mpower has grown from a small voluntary service to an accredited agency employing more than 95 staff and providing a range of support services to over 1200 families regionally. Mpower has experienced vast growth in past 3 years following the introduction of NDIS and the expansion of community sector services.

RESPECT **EMPOWERMENT** **QUALITY** **NEW LEARNING**

PRIMARY OBJECTIVES
This role will support the Coordinator Client Engagement in initial contact of referrals and inquiries for information about Mpower services and to proactively engage with existing Mpower clients as they track towards their referral to the NDIA planner. This is a customer focused role that takes responsibility for being the first point of contact with Mpower and works as a critical interface between the organisation and the NDIA. Using a family inclusive, child-centred and community-based approach, the Client Engagement team will facilitate access for NDIS funded participants and families to services that are provided directly by MPower, as well as other external services. This role will participants in facilitating a streamlined entry to Mpower services across the various programs. The role will support the Coordinator position and is focused on services across the South West region of Victoria.

KEY ACCOUNTABILITIES

KEY AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Client engagement	• Be a primary referral point for NDIS enquiries from Mpower current and potential clients • Proactively respond to information requests and disseminate information promptly based on customer requirements • Communicate with NDIS current clients and new referrals to track their journey from the NDIA through Mpower and to ensure we are meeting their needs and deepening their relationship with us • Maintain and input client information records, including database and statistical information, Operoo profiles to ensure participant safety status • Accurate information is provided to the Plan Management Team that reflects the clients required service booking • Support the Coordinator Client Engagement with delegated tasks	• Responding to client enquiries within 24 hours • Evidence shows that enquiries have been actioned and noted to meet the customer requests through Carelink notes • Referrer visits and community events (such as expos) are organised in a well planned and outcome driven manner • Regular contact with referral services (such as LAC and Support Coordinators) are conducted to ensure that Mpower is seen as a service of choice • • Carelink client files contain all required information and documentation at a consistently accurate level • Internal stakeholders are provided with accurate and timely information to allow the efficient completion of service • Professional and high level support is provided to the Coordinator Client Engagement

Case Management	• Development of professionally represented support plans for new and continuing NDIS clients • Referrals are completed as requested by clients • Waitlists are maintained as required • Client referrals are prioritised based on the levels of complexity Clients are regularly contacted to ensure continued engagement	• 100% of NDIS clients have an Individual support plan developed within 4 weeks of the commencement of the agreement • Individual support plans are consistent with and compliant with the requirements of NDIS standards • Referrals for development services are either facilitated or, where not available, are recorded in the waitlist to ensure that the client's needs are met • The intake booking sheet for Disability Services Programs has been completed and clients are provided with the relevant booking dates at the time of the development of the Support Plan • Where programs are not available ensuring that waitlists are proactively maintained and monitored to ensure a positive customer experience. • Evidence of ongoing communication is available to show that waitlist clients have been contacted at defined trigger points Allocations are discussed with relevant program Coordinators from a client-centred approach with internal and external providers
Stakeholder relationships	**Internal:** • Coordinator Client Engagement • Program Coordinators across Mpower • All staff as required **External:** • Clients and carers • NDIA and Local Area Coordinators and Early Childhood Early Intervention • External referrers	Examples: • Demonstrated strong professional relationships with internal customers as evidenced through collaborative outcomes, performance reviews and supervisor feedback • Mpower is represented, that foster a constructive and high-performance culture • Develop and sustain strong working relationships with the NDIA, external registered providers and the community.

SKILLS AND BACKGROUND REQUIREMENTS

- Qualification or equivalent demonstrated experience in Allied Health, Early Childhood, Community or Disability Services
- Previous demonstrated experience working within a NDIS funded service
- Experience working with people with complex needs and managing sensitive customer relationship needs and expectations
- Strong verbal and written communication skills including a background in meeting compliance requirements
- Strong attention to detail and verbal and written communication skills

Compliance Requirements:

- NDIS Worker Screening Clearance Check
- Working with Children Check
- Applicable Immunisation requirements
- Drivers Licence

SIGNATURES: We certify that the contents of this position description are a true and accurate reflection of this role:

Position holder: _____ Date: / / Signature: _____

Supervisor: _____ Date: / / Signature: _____

HR Representative: _____ Date: / / Signature: _____