

## Manager, Client Services North

Camp Hill Office

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Carers provide unpaid care to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged. Carers Queensland provides a range of support services for carers and their families (including information, education, training, advocacy and counselling), promotes greater understanding of the carers role and advocates to policy makers on behalf of carers.

This person needs to share the values and philosophies of Carers Queensland and fulfil the legal obligations associated with this role.

This position is based at the Camp Hill office in Brisbane, and will require travel to the regional offices that the position supports.

<b>Manager, Client Services North</b>	
<b>Reports to</b>	Chief Executive Officer
<b>Direct reports</b>	Team Leaders in the following offices: Cairns (Far North) Townsville (Northern) Mackay Rockhampton (Central) Hervey Bay (Wide Bay) Maroochydore (Sunshine Coast) Stafford (Brisbane North)
<b>Indirect reports</b>	Staff of the above regional offices
<b>Hours of employment</b>	Full time
<b>Contract length</b>	From commencement until 30 June 2019
<b>Salary Award Level</b>	\$98,145.39 being Level CSW 7.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012.

### 1. Purpose of the Position

The primary objective of this position is to manage all aspects of client services in order to provide a high quality, effective and efficient service to carers, the person they care for and their families. The Manager, Client Services North will bring a high level of contemporary business best practice to management and supervision of the service delivery staff employed in the nominated regional offices.

### 2. Major responsibilities

- Provide leadership to direct reports in order to achieve high levels of client service and coordinate the effective delivery of services. This includes setting, monitoring and reporting on performance targets for all program and administrative staff.
- Supervise and report on the service and program delivery performance of regional offices on a monthly, quarterly and annual basis.
- Manage regional staff including recruitment, induction, performance review, supervision, mentoring, planning professional development and supporting staff in dealing with complaints and other professional issues.

- Ensure role clarity of regional staff.
- Address and resolve local conflict between staff.
- Manage all complaints within the geographic area (including resolution and relevant service improvements.)
- Enhance team performance, sharing of information and collaboration across programs delivered in regional offices.
- Streamline service delivery and administration in regional offices. This may include rationalisation and different models of service delivery from time to time.
- Plan, manage, monitor, review and report on delivery of programs within the nominated offices.
- Support the Policy Officer in gathering Statewide information and evidence for policy development and research.
- Support the Manager, New Programs and Client Services Central in identifying new program opportunities and developing funding applications/submissions.
- Support the Manager, Fundraising, Marketing & Communications, in identifying fund raising and marketing strategies.

### **3. Collaboration**

There are two regional Manager, Client Services positions being North and South/West. It is important that the two Managers, Client Services work closely to jointly develop processes, procedures and systems to underpin achievement of the key responsibilities of these roles, so that there is 'one Carers Queensland' approach.

This role will focus on the business of improving service delivery and team effectiveness and is not expected to involve direct service delivery to carers or their families.

There will be travel associated with this role.

The Manger, Client Services North is a member of the Senior Management Group.

### **4. Performance targets for this role include:**

- Monitoring of regional targets with the aim to ensure a 95% achievement rate
- Personal development plans developed for all reports
- Annual performance reviews completed for all staff as they fall due
- 100% reporting and acquittal information provided for program funding for the area, where required

### **5. Grading Level**

CSW 7.1. of the 'Transitional Pay Equity Order' (TPEO) dated 1/12/2012