



Client Services Coordinator Position Description

Responsible to	BMWHRC Management Committee
Delegation	Client Services Coordinator reports directly to the Manager
Status	Permanent part-time
Hours of work	24 hours per week, with possibility of increase pending funding availability
Award/grade	SCHADS Award Level 7:1
Probationary period	All permanent positions at BMWHRC are subject to a three-month probationary period
Being a Woman is a genuine requirement of this role.	
<i>Exemption is claimed in accordance with the NSW Anti-Discrimination Act (1977) under Section 31(2)(h) of the Act</i>	
This role is dependent on available funding – current funding is received from the Department of Communities & Justice (DCJ) NSW and NSW Health.	

Summary of role

The Client Services Coordinator will oversee and support BMWHRC's direct client program staff, ie clinical, allied health and reception teams., who provide centre clinical and wholistic health services.

They will provide leadership, direction, education and supervision of the day-to-day tasks of the teams, ensuring accountability for the delivery of care and service to clients while ensuring compliance with internal and external standards and funding requirements.

Who we are looking for

- Leadership experience within a community-based setting
- Knowledge that allows them to serve as a clinical resource to clients, staff and community partners
- Experience in managing a multi-disciplinary wholistic health team

Specific duties

The Client Services Coordinator will, in consultation with and as directed by Manager, provided the following duties to their relevant team members (*refer below diagram*).

Human Resources and staffing

- Provide clinical and direct line operational guidance
- Provide leadership and support in maintaining a cohesive team environment, fostering workplace harmony
- Ensure staff receive adequate training and support in line with their roles and responsibilities
- Provide staff with support and, in conjunction with the Manager, conduct staff appraisals
- Consult with staff regarding policy and program development
- Monitoring goals and funding targets in conjunction with relevant staff
- Support Manager in recruitment processes

- Coordinate staff employment and rostering, including annual and other leave requests
- Providing leadership or support staff to find resources, on issues that impact women in line with the NSW Women's Health Framework

Centre Operations

- Implement targeted service delivery that reflects community feedback, emerging need and is aligned with the strategic plan
- Ongoing evaluation and planning of service delivery and programs, ensuring alignment with funding requirements
- Ensure the timely and accurate collection of data for all delegated programs and services
- Coordinate financial reporting and accountability of relevant program budgets and expenses
- Participate in strategic networks and partnerships, as negotiated and directed by Manager
- Provide initial response to Client complaints, conflicts and grievances, when necessary
- Provide advocacy on women's health issues, where appropriate
- Provide the Centre Manager with regular updates and information to assist them in fulfilling their operational and governance responsibilities

Essential Criteria

- Tertiary degree qualification in social work, psychology or related discipline
- A minimum of five (5) years' experience in leading a team through day-to-day operations in a community service setting
- Extensive experience in the health and community sector/s
- Experience in leading a multi-disciplinary practice
- Ensuring alignment with policies and funding requirements, and meeting funding outcomes and targets
- Proven ability to manage staff performance, provide professional development, and foster a positive work environment
- An understanding of community health, clinical and allied health practices
- Ability to build client and stakeholder relationships
- Previous experience with windows-based software systems and client databases
- Knowledge of compliance requirements, including worker health & safety, risk management and accreditation processes
- Strong skills in data collection, analysis and reporting
- Excellent communication skills

Mandatory requirements

- A current NSW Driver's Licence and access to a comprehensively insured vehicle
- A current National Police Check screening
- A current Working With Children Check
- Up to date COVID-19 Vaccination Status
- A minimum of three (3) professional referees

Desirable Criteria

- Experience working in a women's health sector
- Experience of Medicare and clinical practices
- An understanding or experience in clinical and medical practice accreditation and standards (eg Best Practice)