

## Position Description – *Client Liaison Officer*

<b>Position Title:</b>	Client Intake Officer	<b>Reports To:</b>	<i>Client Liaison and Services Manager</i>
<b>Supervising:</b>	N/A	<b>Liaises With:</b>	<i>Client Liaison and Service Coordinator, ILU and RAC Staff, Leisure and Care, Clients, Residents, Client/Resident's Representatives, and Contractors</i>
<b>Employment Instrument:</b>	Mayflower Health and Aged Care Enterprise Agreement 2021		
<b>Classification:</b>	Clerical WSG 6		

<b><u>Our Vision:</u></b>	<b>Care without Compromise</b>		
<b><u>Our Mission:</u></b>	<b><i>"Enhancing quality of life choices for our community"</i></b>		
<b><u>Our Values:</u></b>	<b><i>Compassion</i></b>	We care for those in need with empathy and understanding	
	<b><i>Excellence</i></b>	We strive for quality and distinction	
	<b><i>Integrity</i></b>	We are honest, ethical, and sincere	
	<b><i>Respect</i></b>	We recognise the value, uniqueness, and dignity of every person	

<b>Position Purpose:</b>	<p>Reporting to the Client Liaison and Services Manager the Client Intake officer assists current and prospective RAC and ILU clients seamlessly navigate through Mayflowers aged care service offerings that is tailored to individual needs.</p> <p>This role includes administrative tasks related to additional services and fee for services, document maintenance and archiving.</p>
<b>Qualifications checks and licences:</b>	<p><b>Mandatory</b></p> <ul style="list-style-type: none"><li>• Cert III in Administration, Business Management or related field</li><li>• Clear NDIS Worker Screening Check</li><li>• Full COVID vaccination</li></ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"><li>• Certificate 3 in Aged Care.</li><li>• Current First Aid Level 2 or CPR Certificate</li></ul>
<b>Key Selection Criteria</b>	
<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• More than 3 years’ experience working within Aged Care or a Community Health related field</li><li>• Strong administrative and computer skills with a high degree of attention to detail</li><li>• Excellent customer service skills and an empathetic conflict de-escalation approach</li><li>• Knowledge of the Aged Care Standards</li><li>• Well-developed time management and organisational skills</li><li>• Ability to work independently and as part of a team</li><li>• Ability to engage effectively with a diverse range of people from various cultural backgrounds beliefs, values and interests</li></ul>	

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### Desirable

- Experienced in operating effectively in a multi-site environment
- Understanding of issues related to OH&S, infection control, manual handling and hazard identification
- Knowledge of Sandwai, Resident select, ACE and/or related to Client Management System (CMS)

### Responsibilities/Duties

Quality Service	<ul style="list-style-type: none"> <li>• In conjunction with the Client Liaison and Services Manager, facilitate and support high occupancy rates and timely turnaround of clients</li> <li>• Initiate service start-up, including setting up client's profile and demographic information within CMS</li> <li>• Maintain an accurate up to date Inquiry and Waiting List function on CMS, prioritising clients as their urgency increases and liaise with Client Liaison and Services Manager to make any necessary arrangements</li> <li>• Work cooperatively with Client Liaison and Services Manager and Client Liaison and Services Coordinator to ensure a smooth transition for clients throughout the Mayflower journey from inquiry to onboarding</li> <li>• Provide excellent customer service through a fast and respectful response the enquiries and requests within RAC and ILUs</li> <li>• Collaborate with other internal and external health professionals for the optimal provision of services to meet client needs</li> </ul>
Reporting and Documentation	<ul style="list-style-type: none"> <li>• Work in collaboration with Client Liaison and Services Manager regarding incoming RAC and ILU clients from inquiries to onboarding</li> <li>• Ensure strong communication with Client Liaison and Services Manager and Client Liaison and Services Coordinator to ensure the maximisation of occupancy levels</li> <li>• Complete reports as required by Client Liaison and Services Manager</li> <li>• Ensure all client documentation is filed within a CMS for privacy and confidentiality</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Answer any inquiries regarding RAC or ILU vacancies</li> <li>• Promote effective communication with clients and their family</li> <li>• Encourage and develop effective relationships internally within the Mayflower Brighton Community</li> <li>• Promote and connect Mayflower additional services/fee for services to RAC and ILU clients</li> <li>• Document any required communications within the CRM, via email or phone to ensure communication pathways remain effective and open</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Emulate Mayflowers mission and values through the scope of the role</li> </ul>
Compliance	<ul style="list-style-type: none"> <li>• Undertake duties within the scope of practice and in line with the Aged Care Standards and other relevant legislation</li> <li>• Consult and support decision making in collaboration with the manager for best possible outcomes</li> <li>• Maintain confidentiality of client information</li> </ul>
Skills and competencies	<ul style="list-style-type: none"> <li>• Remain aware of relevant legislative standards and guidelines.</li> <li>• Participate in meetings and in-service training sessions.</li> <li>• Pursue ongoing development and contribute to continuous improvement.</li> </ul>
Work Health Safety	<ul style="list-style-type: none"> <li>• Comply with the OHS Act 2004</li> </ul>

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	<ul style="list-style-type: none"> <li>Take reasonable care to ensure your own safety, not place others at risk by any act or omission, follow safe work practices and procedures, use and care for equipment as instructed, not wilfully and recklessly interfere with safety equipment, report hazards and injuries, and cooperate with Mayflower to meet OHS obligations.</li> </ul>
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Key Performance Indicators
To be discussed with the manager and agreed upon.

*I have read, understood and accept the above position description.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Manager Name:</b>		<b>Signature:</b>		<b>Date:</b>	

☐ Copy to Employee

☐ Copy to Personnel File

Completed By: ..... (Initials)

Date: