

# Services Connect Partner

This position is within National Office. It is part of the Support Centre team.

Services Connect Partners will specialise in one of the following areas:

- Disability Services
- Ageing Services
- Child & Family Services

- Position**
- This position reports to the Team Leader, Services Connect
  - Reporting line may vary depending on location and service size
  - This position does not have any direct reports  This position may have direct reports, positions vary
  - This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

- This position is a budget holder  This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position does require a working with children related clearance

**Purpose** The purpose of this position is to manage customer intake processes including assessment, service planning, service agreements, service bookings and service initiation to align with the Support Centre Customer Experience Vision and The Benevolent Society's clinical governance frameworks.

## To achieve this purpose, the position holder would typically:

- Focus**
- Use technology based solutions to connect with customers to complete comprehensive assessments that identify needs, preferences, goals and eligibility
  - Identify service options and check availability. Manage waitlist applications or support customers into suitable alternative services where this is appropriate.
  - Develop service agreements and coordinate signing of these agreements before services commence.
  - Set up customer profiles in the service delivery solution to enable a smooth transition to the service delivery staff
  - Develop initial service plans in collaboration with the customer, carers, medical and allied health professionals and referring agencies as appropriate, ensuring it meets the customer's needs, goals, preferences and eligibility.
  - Establish and maintain network relationships with internal services, key agencies, service providers, assessment teams, culturally specific organisations and other support networks to maximise the customer experience and access to services
  - Maintain a strong working knowledge of The Benevolent Society's services, funding mechanisms including basic eligibility requirements and assessment processes, and key contacts and sources of consumer information.
  - Where services are funded through the National Disability Insurance Scheme (NDIS), make bookings through PRODA
  - Ensure service planning and service recommendations are in line with The Benevolent Society's practice frameworks, processes and business rules
  - Establish and maintain positive working relationships with individual consumers, carers and families which reflect consumer directed care principles, their rights and responsibilities
  - Advocate for consumers, their carers and families to enable choice and decision making that supports independence and quality of life.

- Record service plans and other relevant information in a clear, logical, understandable and timely way.
- Advise the Team Leader or Manager of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.

## Outcomes

### When things are going well we would expect to see these outcomes:

- Customer experiences are delivered in line with the Support Centre Customer Experience Vision
- Customers report high levels of satisfaction with their experiences
- Customers are matched to the right services and information the first time
- The quality of the first point of contact translates to customers converting to clients

## Relationships

### We work collaboratively with others, however this position works close closely with:

#### Within The Benevolent Society:

- Support centre teams
- Operational services

#### Outside The Benevolent Society:

- Consumers their families and carers
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and complaint agencies

## Individual

### To achieve the position purpose and outcomes the position holder will need to have:

- Diploma in aged care, community care, disability services, community services or related area. Degree qualification would be an incredible advantage
- Demonstrated experience working with the targeted client group to assess their needs and identify appropriate services that meet those needs
- Strong understanding of the needs, vulnerabilities and risks related to the client group
- A passion for the customer and creating a customer experience people want to talk about
- Strong emotional intelligence and the ability to create an experience where a caller quickly feels heard and comfortable, often at a time when the caller may feel emotional, confused or frustrated navigating systems they may not understand in time of emotional stress
- Excellent communication skills including cross cultural awareness.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities
- Demonstrated experience in either a call centre or high volume call environment would be an incredible advantage
- Demonstrated experience using a customer relationship management system to record client services
- Ability to maintain an excellent working knowledge of a broad range of services and quickly match that knowledge to customer needs

## Travel

### This position may require some flexibility in terms of travel or hours of work:

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to consumers (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

<b>Context</b>	<p><b>Those with knowledge of this position say the things that might make your day are:</b></p> <ul style="list-style-type: none"> <li>• Having a customer who felt confused, frustrated or overwhelmed when contact began finish the contact feeling heard and that they have the right information or referral to go forward</li> <li>• Providing a great customer experience that directly relates to the customer using The Benevolent Society's services</li> <li>• Being able to identify and suggest solutions that meet customers' needs</li> </ul>
	<p><b>Those with knowledge of this position say some key challenges you might experience are:</b></p> <ul style="list-style-type: none"> <li>• Being able to provide advice and information on sometimes complex funding and access requirements in a way that customers can understand</li> <li>• Maintaining self-care, especially when supporting customers who are experiencing confusion, frustration and other strong emotions</li> <li>• Maintaining your knowledge of services and the sector in what can be a complex operating and regulatory environment</li> </ul>

<b>Approvals</b>	<b>Approver</b>	Director, Human Resources	Date: 21 February 2018
	<b>Review history</b>	V1.0 Release	
	<b>Advertising:</b>	This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.	