

POSITION DESCRIPTION

Position Title:	Client Services Manager
Reporting to:	Operations Manager North/South
Business Area:	Your Home
Location:	Subiaco

PRIMARY OBJECTIVES:

The Client Services Manager (CSM) is responsible for effectively managing the service relationship between each client in their portfolio and the organisation. The CSM is primarily concerned with ensuring that the client receives optimal levels of care and services to support them to remain living independently in their own home. The CSM is responsible for overseeing all aspects of the service as it relates to their clients, leveraging internal resources to meet the client's needs.

At all times the CSM will embrace a client centred approach that demonstrates and promotes Amana Living's Philosophy of Care, Values and 3Rs culture.

KEY RESPONSIBILITIES:

Client Management

- CSM's act as a first point of contact for clients and their families and provide appropriate and current information regarding services available to them through the CDC package.
- CSM's provide exceptional customer service to each client and their family and carers.
- Collaboratively work with internal departments both within Your Home and across the organisation in order to achieve appropriate outcomes for clients.
- Management and recording of client complaints and compliments in accordance with Amana Living's Feedback Policy & Procedure.
- Ensure all wellness visits, client contacts and annual reviews are completed in accordance with procedures to ensure optimum care and support for clients.
- Carry out roster On Call as required

Care Planning

- Building plans linked to ACAT/ NSAF assessments, assessment of the client and client goals with appropriate involvement from the clinical and allied health team.
- Attend/represent Amana Living at regional external meetings as required.
- Ensure care plans are reviewed and updated at least annually and in response to changes in care needs.
- Goals of care are well established and reviewed regularly – every 3 months at Wellness visits.

Financial Management

- Manage the client's funds to ensure that care and services can be delivered at the appropriate level whilst ensuring no deficits or high surpluses are created.
- Ensure all clients have a current budget planner and that the budget planner is updated with any ongoing change in services or funding.
- Manage client contributions to ensure that reduced or waived contributions are reviewed regularly for capacity to pay.
- Manage the portfolio to ensure that SUR targets are achieved, and care plans are weighted towards service delivery.
- Review client statements monthly, resolve issues and provide guidance to clients who have queries on their account.
- Document and track all chargeable case management to ensure all services provided are funded and accounted for.

Sales

- Conduct assessments with new clients with a focus on understanding needs, responding positively and accurately to questions, and demonstrating why they should choose Amana Living.
- Monitor all assessments and look for opportunities to improve the process and increase the conversion rate.
- Continuously looking for opportunities to offer additional direct care services to clients that support their independence and wellbeing.
- Work with Village Managers to promote services to Village Residents and increase the number of Residents receiving services from Amana Living also to transfer all Residents receiving services to Amana Living.

Quality & Compliance

- Ensure that client Annual Review is completed as required under the client agreement
- Ensure all clients have a face to face 12 weekly wellness visit and have contact every 6 weeks.
- Ensure that all client documentation is complete and accurate on an ongoing basis including progress notes, care plans and financial information.
- Ensure that all information entered into ComCare is done so in accordance with procedures and is accurate.
- Riskman – all incidents are properly investigated, documented and resolved.

KEY PERFORMANCE INDICATORS:

KEY RESULT AREA	KEY ACTIVITIES	KEY PERFORMANCE INDICATORS
Care Planning	<p>Each client has a comprehensive care plan and budget that supports their needs and goals.</p> <p>Assess and Review all Service and Care Plans annually or more often if clients condition changes or they request changes.</p>	<p>Across a CSM's portfolio, the mix within the Care Plan reflects 80% services, 15% purchases and a 5% contingency</p> <p>All care plans are current and accurate.</p>

<p>Financial Management</p>	<p>Budget Planners are redone with service/care changes, at the annual review and when requested by client.</p> <p>Management of allocated Clients CDC packages to ensure the individual budget does not go into a deficit or generate excess unspent funds.</p> <p>Ensure all purchases made with CDC funds are allowed under the Operational Guidelines and are clearly aligned with client's goals/needs.</p>	<p>Service Utilisation Rate 87%</p> <p>Deficits – nil</p> <p>Surplus – all clients below \$20K with a goal of portfolio average unspent funds less than 8% of total funds. Unless client is saving for an approved purchase.</p> <p>Current budget planner in place for every client.</p>
<p>Sales</p>	<p>Conversion rate of assessments to new clients.</p> <p>Use of service bundles to improve utilisation of package funds.</p> <p>Cross selling services to meet wellness and reablement goals for clients</p> <p>Chargeable Case Management time is tracked and recorded.</p>	<p>65%+ conversion rate is targeted over a 6-month period. For new CSM's 50% conversion rate up to 6 months in the role.</p> <p>Target of 30% of time worked is Chargeable Case Management on average across portfolio.</p>
<p>Quality & Compliance</p>	<p>Self-audits are completed every 3 months and the results discussed at 1 to 1 meeting. Min self-audits completed at each monthly one to one meeting.</p> <p>Audits conducted by Operations Managers.</p> <p>Audits conducted by Home Care Quality Lead</p>	<p>Compliance with Quality Framework and Guidelines.</p> <p>Compliance with Your Home Procedures.</p>
<p>Professional Responsibility and Accountability</p>	<p>Works in a collaborative way that fosters team work and encompasses the Amana Living values</p> <p>Open to constructive feedback and incorporates changes into practice</p> <p>Open and willing to participate in annual review and goal setting</p> <p>Actively participates in monthly 1:1 progress meeting with line manager</p> <p>Supports and models the 3Rs culture</p>	<p>Active participation in all meetings</p> <p>Listens to constructive feedback in an open and interested manner and provides useful feedback respectfully.</p> <p>Integrates feedback into daily work practices</p> <p>Is respectful and open to others' points of view</p>

SKILLS, KNOWLEDGE, EXPERIENCE & COMPETENCIES REQUIRED:

Mandatory /Desirable	Description
M	National Police Clearance Certificate (no older than 6 months)
M	Successful completion of pre-medical form and reference checks
M	Highly developed interpersonal and communication skills
M	Problem Solving skills Proven ability to meet the expectations and needs of clients that meet individual goals by considering a range of options and services.
M	Customer Service experience Experience in going beyond customer expectations by being consistent, timely and responsive. Encourage ongoing feedback to ensure that the service remains client centric and responsive.
M	Business administration skills Time management and organisational skills, basic finance principles, the ability to multi-task and to work effectively and accurately under pressure to meet deadlines .
M	Excellent computer skills Adept ability to learn and be proficient in several software programmes as well as Microsoft Office applications.
M	Ability to work independently and as part of a team
M	Passion for customer service and working with older people
M	'C' Class Driver's Licence
D	Certificate IV Community Service Coordinator, EN or RN qualification