



## Position Description

### Client Services Manager

<b>Agreement:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Admin)
<b>Classification:</b>	Level 6
<b>Directorate:</b>	Infrastructure and Medical Services
<b>Reports to:</b>	General Manager, Infrastructure and Medical Services
<b>Direct Reports:</b>	Team Leaders - Reception

Our vision is ensuring the health and wellbeing of our community.

Persistence	Integrity	Compassion	Respect	Responsiveness
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### Role Description

This position contributes to the success of DPV Health through the co-design, leadership and delivery of DPV Health multi-site, client services /reception enabling a consistent and quality experience for DPV Health internal and external clients.

The Client Services Manager will lead by example to provide strategic coaching, support and direction, to foster and develop a proficient and effective team and service. The Manager will lead transformational change via process and systems alignment across multi sites, introducing and advocating for critical ICT and telephony improvements, and leading an efficient service that meets client needs.

The position has overall responsibility for the functional and people leadership of day to day operations, workforce planning of the reception and client service, along with evolving the service in line with industry trends and client needs. This role will understand all elements of the client services or reception function, including client and customer service, process and systems, and people change.

### Roles Key Accountabilities

#### Service Delivery – Client Experience

- Ensure DPV Health’s Client Services / Reception function are focused and supportive of the needs of the client, community and internal customers.
- Transform Client Services/ Reception so it operates as one consistent service and operates in line with DPV Health’s changing needs and progressive industry trends.
- Advocate and deliver the transformational change to drive both step change and continuous improvement processes to ensure a consistent, cohesive and scalable service.
- Lead workforce planning, ensuring the all client services sites are fully resourced, and the workforce delivers a knowledgeable and informed service.
- Ensure the workforce has a high level of expertise to manage a diverse client community.
- An ability to flex between strategic management of the service, and understanding of the detail of providing client services / reception function in a clinical setting.

#### Reporting, Systems and Analytics

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Effective: Jan-2019	Review Due: Jan -2020	Version No V1

- Provide high quality concise and timely reports as required for Executive Leadership and Internal Customers.
- Highly proficient in all of DPV Health Reception Software and ICT. Ensure software is configured optimally across reception, and client services and reception workforce is competent and uses software and ICT accurately and consistently.
- Advocate and lead ICT enhancements and change and training plans with the reception workforce.
- Continually review service/support provided to analyse success and areas of improvement.
- Use data to provide evidence and support advocacy to drive improvement.

### **Financials, Budgets, Targets, Funding**

- Identifying opportunities to enhance the financial sustainability of Reception Service.
- Astute workforce planning and resource management for all DPV Health sites.
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve targets / budgets for Reception Service.

### **Culture, Engagement, Diversity – People Experience**

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews
- Actively participate in and promote all required training, inductions and development. Including ensuring your team completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised include work force planning, employment arrangements and leave
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

### **Health and Safety**

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.

### **Risk Management and Compliance – Quality and Accreditation**

- Ensure documentation supports both quality and department standards.
- Provide useful performance data and feedback to the direct reports and relevant committees and engage staff in identifying and taking appropriate action in response.

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and improve the quality and safety of reception services.
- Identify risks as they emerge and proactively address new and known risks.
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This position description contains the key tasks and associated performance indicators for this position. The list of key tasks is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

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### **DPV Health Requirements**

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| <ul style="list-style-type: none"> <li>• Current Victorian Drivers Licence</li> <li>• Disability Worker Exclusion Check</li> <li>• Travel between sites is required</li> </ul> | <ul style="list-style-type: none"> <li>• Valid Working With Children Check</li> <li>• Satisfactory Policy Check</li> </ul> |
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### **Authority**

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The occupant of this position has authority as per the delegation manual.

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### **Key Selection Criteria**

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#### **Qualifications**

- Qualifications in Business, IT, Customer Service or Administration desirable

#### **Experience & Skills**

- Extensive experience in a multisite and multiservice setting
- Demonstrated success in a leadership role including
  - transforming reception functions through the implementation of innovative service initiatives and
  - the ability to engage and motivate, positively influence organisational culture and provide clear and motivational direction
- Strong experience in resource planning to optimise service levels and meet organisational targets or KPI's
- Demonstrated ability to use data and metrics to improve service
- Exceptional interpersonal and communication skills with the ability to work with a broad range of people from a variety of backgrounds and experiences
- Health experience and understanding of medical terminology is an advantage