



Autism Queensland is a not-for-profit organisation with a vision for a life of participation, opportunity and choice for people on the autism spectrum.

Client Services Officer

Team	Client Services & Support
Location	Sunnybank Hills
Manager	Manager Client Services & Support
Classification	Contract
Employment Status	Permanent Full time

Purpose

The purpose of this position as Client Services Officer is to work with the Client Services & Support team in building relationships with Autism Queensland's existing and prospective clients, coordinating and developing AQ services and supports to maximise client access, outcomes and satisfaction.

Responsibilities

- Provide a professional, efficient and informative response to enquiries received via email, phone and other channels
- Maintain client records on AQ's client database and log client feedback into the Quality system
- Develop and maintain comprehensive knowledge of all AQ's services and programs to ensure currency and effectiveness in supporting client enquiries and needs
- Maintain currency of knowledge pertaining to the NDIS and relay information, including conducting or co-presenting NDIS Information sessions for management, staff, and/or clients
- Develop NDIS quotes for AQ clients in consultation with relevant managers
- Assist the Manager Client Services and Support with tasks as directed, keeping the Manager apprised of issues and trends as they arise

Key Performance Indicators

- Transparent, sensitive and confidential communications with internal and external stakeholders
- Performance of tasks in a cooperative and collaborative manner

- Timely and accurate documentation of client records and feedback
- Provision of accurate and timely information, proposals and reports to the Manager Client Services and Support as required
- Demonstration of relevant and effective professional development, internal and external networking
- Identification and implementation of improvements to community liaison and communication systems, processes and work practices
- Compliance with Autism Queensland Quality Assurance (AQQA) including Workplace Health & Safety policies and procedures

Essential Criteria

- Minimum Certificate IV level qualification in Disability Support
- Minimum 5 years' experience in the disability sector
- Significant professional experience in the field of autism
- Demonstrated currency of knowledge and proven practical experience of Human Services Quality Framework standards, the NDIS, disability legislation and compliance
- Highly effective interpersonal communication skills with proven ability to build effective professional relationships with internal and external stakeholders
- Demonstrated ability to work both autonomously and collaboratively as a member of a team with proven time management and problem-solving skills
- High level working knowledge of Microsoft Office suite

Special Conditions & Requirements

- Current open driver's license
- Travel to Autism Queensland's other metropolitan and regional sites on occasion
- Attend face-to-face sessions with clients at their home or other locations on occasion
- Out-of-regular business hours work on occasion
- It is the responsibility of the employee to hold and maintain at their own expense, a current Criminal History Screening Card/s or relevant Exemption Card

Position Description Reviewed: January 2019