Role Description

Government of South Australia

human services

Role title:	Classification:
Manager, Client Engagement & Experience	ASO7
Division/Business unit:	**Reports to:**
DHS Disability and Specialised Services	Director, Corporate Services & Client Engagement

Role purpose:

The Manager, Client Engagement is a role within DHS Disability and Specialised Services and is accountable to the Director, Corporate Services & Client Engagement for:

- Establishing and maintaining positive stakeholder engagement with clients of Disability Services, their families, carers and community, while coordinating and managing the DHS Disability Services regular client forum process. This includes encouraging broad access to clients across the service and ensuring that clients, their families and the community are meaningfully engaged in service and business improvements.
- Developing a structure, in line with the service's Communication function, that ensures clients and their supporters are involved in decision-making processes related to service operations, change management and activities.
- Providing detailed information and advice surrounding disability specific support services available to people living with disability, their families, carers, advocates and community within their homes, a hospital setting and at public events.
- Assessing and addressing current needs and barriers for people living with disability in order to access support services and mainstream supports and services in the community, and supporting services to understand where issues are arising, and managing these before they become broader problems.
- Working collaboratively and influencing policy and planning changes within the scope and responsibility of client engagement.

Key outcomes and accountabilities:

1. Develop and lead the implementation of a client engagement strategy and framework.
2. Develop and build capability and best practice guidelines for engaging and working with people with disability.
3. Develop a structure that supports the delivery of effective client communications, and clients being included in relevant decision-making processes.
4. Lead and develop regular feedback circles, client forum processes and opportunities with focus groups and other client feedback.
5. Build connection opportunities to community and informal supports and networks, and promulgate information and build capability with service delivery staff.
6. Lead client collaboration opportunities and events and get togethers.
7. Support continuous improvement activities to drive quality, client experience, service, and productive improvements.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

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Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some out of hours work may be required.
- Some intrastate travel may be required.

Key Relationships/Interactions:

- Assistant Directors, Operations (Direct Line Manager)
- Area Managers
- All operational roles
- Other government agencies, non-government organisations, community groups and services
- People living with disability, their families, carers, advocates and community

Budget/Delegations:

No budget or delegations accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **Experience** – Experience establishing and leading client service functions within a human service environment.
2. **Knowledge –** Understanding and knowledge of contemporary service and business models required by disability reforms, including an understanding of NDIS funding and policy and how this relates to service models and service delivery.
3. **Communication** – Excellent written and verbal communication skills with the ability to prepare high level written products.
4. **Leadership** - demonstrated leadership skills and experience in driving and delivering positive client outcomes.

5. **Autonomy** – Proven ability to successfully deliver with high levels of autonomy.

Qualifications:
Desirable: Tertiary qualification in a relevant discipline OR equivalent level of expertise gained from a combination of experience, training or professional accreditation

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change ☐ Creates a shared vision and mission for the BU. ☒ Inspires and influences others to assume ownership BU goals. ☒ Leads teams in aligning their priorities within a broader organisational and political context. ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change. ☒ Identifies and analyses difficult and complex problems that have organisation-wide impact.
Achieves objectives ☒ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans. ☒ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs. ☐ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous. ☒ Interprets and abides by the laws, regulations and policies determining BU activities. ☐ Takes accountability for team/BU success and manages others to achieve outcomes. ☐ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement. ☐ Integrates technical expertise into the BU to achieve its objectives.
Leads business excellence ☒ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives. ☒ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met. ☐ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching. ☒ Inspires innovation and ongoing learning, and plans strategically to meet BU goals. ☒ Drives outstanding customer service by enabling team members to anticipate client needs. ☒ Empowers others to use resources effectively.
Builds genuine partnerships ☒ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals. ☒ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions. ☒ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion. ☒ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels. ☒ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders. ☒ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.

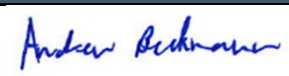
☒ Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.

☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.

☐ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.

☒ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.

☒ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:		
Assessed by: Andrew Beckmann, HR Business Partner		Date: 18 June 2024
Approved by: Sarah White, Director, Disability Services	*[Insert signature]*	Date: