



## Employment Application Package

### Client Services Officer

#### The Organisation

In 1978, a group of families, concerned about the lack of assistance for their children, formed the Muscular Dystrophy Support Group. Without clinical or public recognition of the disorders the group began the challenging process of raising awareness, fundraising for equipment and services and supporting research that might one day find a cure.

Today, Muscular Dystrophy Qld (MDQ) is a registered charity that provides assistance to Queensland individuals, and their families/carers, who are living with muscular dystrophy and similar conditions. There are just over 3,000 people living in Queensland with muscular dystrophy. Each year another 40 families receive this heartbreaking diagnosis. With the generous support of our community, we provide a range of specialised services that meet our clients' needs and assist them to live a full life.

#### Mission and Vision

**Vision:** Life without limits for people with muscular dystrophy and similar conditions

**Mission:** Muscular Dystrophy Queensland empowers people living with muscular dystrophy and similar conditions to make the most of opportunities and live the lives they choose.

#### Services

Our services are listed below:

##### Free services

We offer several services at no cost to our clients. These services are funded by our generous donors, private trusts and foundations, government project funding and MDQ's fundraising and events programs.

- NDIS Ready Program
- Information and support services
- *Breathe Well* Cough Assist Loans
- *Rest Well* Hi-lo bed loans
- Advocacy
- Crisis support
- Support for research

## Chargeable services

Our NDIS related, chargeable services are available for our clients, state-wide, and also others where we believe we can be of assistance. As the NDIS is such a new scheme, we will be reviewing and updating our services over time.

- Plan Management provision
- Support Coordination
- Decision making, daily planning and budgeting
- Counselling and social work – available in the south east corner

There is a detailed description of MDQ's services at <http://mdqld.org.au/get-support/services-overview/>

## The Role of Client Services Officer

The Client Services officer will be a member of the client services team, working alongside our clients through their transition to the National Disability Service Scheme (NDIS) and supporting our work as an NDIS provider. This position reports to the CEO.

Prioritised duties are listed below under the heading *Main Duties and responsibilities*

This role is a part-time (20 hrs per week), contract until end 2018. Remuneration will be as per level 4 of the SCHADDS award.

Occasionally you may be required to work outside standard business hours but would receive time off in lieu. As we operate statewide, it is desirable that from time to time, you would travel outside of the Brisbane region and this may involve staying away from home overnight.

It is a requirement of the role that you hold a current Qld driver's licence and have access to a reliable, fully insured vehicle that can be utilised for business purposes if required. A mileage allowance will apply. All applicants must have the right to work in Australia and you may be asked to provide evidence of this.

A current National Police Check is required at job offer. You will also be required to complete Working with People with Disabilities and Bluecard checks and these will be at the organisation's expense.

## Main Duties and Responsibilities

- Be an active participant in provision of MDQ's *NDIS Ready program* and other relevant NDIS programs
- Promote MDQ and its services and attract customers for our NDIS products
- Provide information and support for people who are
  - General enquirers
  - Newly diagnosed with muscular dystrophy and similar conditions
  - Ineligible for an NDIS Plan but have ongoing needs
  - In need of individual advocacy
- Perform duties related to administration of MDQ's charitable programs
- Contribute to MDQ's collection of evidence based information and 'living with' information re muscular dystrophy and similar conditions
- Maintain accurate and timely client records and other required data reporting related to hours worked and NDIS billing
- Continually improve knowledge required to provide a service to people with muscular dystrophy and similar conditions
- Encourage, manage, and positively report client feedback and take a pro-active approach to any complaints which the client may express.

- Actively seek evaluations of relevant programs
- Positively participate in achievement of the goals of the Muscular Dystrophy Queensland Strategic Plan 2018 – 2022

### Other Responsibilities

- Work according to *commercial-in-confidence* principles as the market economy evolves.
- Participate in preparation of relevant financial, performance, and other accountability reporting
- Perform all duties in accordance with relevant legislation related to provision of disability and health services and all other relevant legislation
- Continually evaluate, personally reflect upon and improve the quality of service provided to clients
- Be a positive and proactive team member in the client services and other, relevant MDQ teams
- Understand and appropriately implement relevant internal processes and procedures
- Use skills in technology to contribute to efficient and reliable technological processes, especially data recording and communications for marketing
- Respond urgently if critical incidents occur as per the MDQ Critical Incident Policy
- Perform other duties as assigned by the Chief Executive Officer
- Ensure that the Chief Executive Officer is kept up to date with all relevant matters relating to the delivery of client services.

### Conditions of Employment

- This position will require the employee to generally work between the hour range of 8.30 am and 5 pm. The employee may, from time to time, be required to work some additional hours or outside of this scope of hours, including attending events on the weekends and performing duties that require the employee to be away from home overnight
- All duties are to be carried out in accordance with MDQ's policies and procedures, which are based on compliance with relevant conventions, acts and standards
- The employee is required to work within the MDQ's Mission, Vision and core values
- The employee must
  - Hold a current Working with Children check and a Working with People with Disabilities Check (blue card and yellow card)
  - Obtain and provide to the organisation a National Criminal History Check and be willing to undertake subsequent checks as requested
  - Demonstrate the right to work in Australia with no restrictions

### Applying for the Position

Your application will consist of:

- A copy of your resume which should include details of at least two professional referees
- A document addressing the Key Selection Criteria (listed below). Provide details on how you meet each of the criteria. Only applications that have addressed the essential criteria will be considered. You should also address the desirable criteria where possible.
- Confirmation that you
  - Hold a current Qld driver's licence and have access to a fully insured and reliable vehicle which can be used for business purposes if required.
  - Hold, or are able to obtain, positive notices for Working with People with Disabilities (yellow card) and Working with Children and Young People (blue card)
  - Have the right to work in Australia.
  - Consent to obtaining (at your own expense) a National Criminal History Check prior to employment.

Your application must be submitted to [careers@mdqld.org.au](mailto:careers@mdqld.org.au)

Confidential enquiries can also be made to Helene Frayne, CEO – [helenef@mdqld.org.au](mailto:helenef@mdqld.org.au) or 3243 9700. You are encouraged to submit your application as soon as possible, as interviews will be scheduled as soon as there are a number of suitable applicants.

### **Key Selection Criteria**

Please provide a written response (up to .5 of a page for each) to the following Key Selection Criteria

#### **ESSENTIAL**

- Tertiary qualification in education or disability services with a minimum of two years of work experience following graduation
- Experience in supporting people with physical disabilities – either at work or through lived experience
- A high level of competence in verbal and written communication with experience in presentation of information in a group setting
- The ability to work independently and to manage multiple competing priorities
- Competence in the use of the Microsoft Office Suite of programs and operation of a database

#### **DESIRABLE**

- Knowledge of the principles and structure of the NDIS
- Evidence of ability to see change as an opportunity and to manage and participate in the implementation of change
- The ability to continually evaluate and adjust work with the aim for continual improvement.