

Position Description

Manager – Client Support Services

Position Details

Title:	Manager Client Support Services
Level:	SCHADS Award Level 6
Time Fraction:	1.0 EFT
Position Relationships:	Reporting to Executive Director Clinical and Community Services
Principal Location:	Level 4 – 255 Bourke Street, Melbourne (Visits to other sites as required)
Position Purpose:	The Manager Client Support Services is responsible for strategic and operational leadership of the Client Services Officers team, embedding a high-quality, client-centred culture where clients feel welcomed, respected and supported from their first point of contact with Relationship Matters.

Organisation Overview

Relationship Matters is a not-for-profit organisation that aims to promote healthy, respectful and fulfilling relationships within the Victorian community.

We provide a range of relationship services including:

- Individual Counselling
- Relationship Counselling
- Family Therapy
- Parenting & Relationship Groups
- Family Dispute Resolution and Mediation
- Family Violence Prevention Programs

At Relationship Matters, we also recognise that work and life are intimately connected and we offer workplace services for employers and employees through Employee Assistance Programs (EAP) and our Business Services division, Workplace Matters.

Relationship Matters has been supporting the community through counselling and education for over 75 years and was established and supported by the Anglican Diocese. Relationship Matters has a long history in marriage guidance and relationship counselling in Australia and is very proud to support marriage equality. Relationship Matters is now one of the largest providers of counselling and mediation services in Victoria, with eight physical sites in Metropolitan Melbourne and regional Victoria.

Relationship Matters recognises relationships in all their diversity and our services are offered to individuals, couples and families inclusive of sexual orientation, gender identity, ethnicity, religion, ability or socio-economic circumstance.

POSITION OVERVIEW

The Manager Client Support Services is responsible for leading a high-performing team that delivers safe, efficient and welcoming frontline services across multiple sites in metropolitan Melbourne and regional Victoria. The role oversees reception functions, client enquiries, administrative support, appointment management, payments, records management and ensures smooth, effective and responsive service delivery.

The position ensures that clients receive confidential, respectful and culturally safe support from their first contact with us. The Manager builds and fosters strong relationships with practitioners, the broader management team and corporate services to ensure operational systems are integrated and efficient.

Through strong leadership and vision, the Manager will champion innovation and build a culture that embraces change through continuous quality improvement.

The position is primarily located at the Melbourne CBD site, however some work will be required at the Frankston, Geelong and Wyndham sites.

MAJOR RESPONSIBILITIES

Client Support Services

- Ensure the delivery of high-quality reception and client support functions across all locations
- Oversee the administration requirements of the Accessible Psychological Interventions program
- Manage workloads, rosters and workflow distribution to ensure consistent coverage across sites and across staff.
- Manage day-to-day facilities coordination, in consultation with the Office Co-ordinator.
- Manage and resolve service complaints and issues in accordance with policies and procedures.
- Coordinate the management and responsiveness of incoming communication from the website and email in-boxes in a timely manner.
- Build a cohesive and collaborative team culture that promotes accountability and client-centred practice.
- Lead change projects and program reviews, and support organisational transformation initiatives including new service models, systems implementations and site partnerships.
- Coordinate and run the CSO team meetings.
- Develop and share expert skills in the operation of Relationship Matters' client management system.
- Actively monitor and manage the program budget.
- Actively participate in supporting the strategic direction of Relationship Matters, including contributing to annual Business Plans.
- Represent the team in working groups, meetings and organisational projects.
- Work collaboratively with other leaders, practitioners and corporate staff to maintain strong internal coordination of systems and projects.

People Management

- Direct line management for the team of Client Services Officers (CSOs), located across four sites

- Supervise and support staff to provide high quality, client centred services.
- Oversee recruitment, onboarding, supervision, training and performance development
- Undertake annual performance reviews for direct reports.
- Ensure the debriefing of staff after any critical incident.
- Support staff to participate in regular professional development, including ensuring the team stays up-to-date with mandatory training requirements
- Ensure timesheets are monitored in line with policies and procedures, particularly in relation to Time in Lieu (TIL), Accrued Days Off (ADOs) and hours worked.

Information Sharing

- Support the preparation of information sharing requests to ensure they are processed in a timely and effective manner, and all records are appropriately documented and stored.

Data Collection, Administration and Reporting

- Ensure client record management and information sharing complies with organisational, funding body and legislative requirements
- Track, analyse and report monthly data

Quality, Risk and Safety

- Comply with Occupational Health and Safety legislation and organisational policies.
- Take reasonable steps to identify and prevent risks to health and safety in service delivery and within the workplace.
- Promote a healthy and positive organisational culture.
- Ensure employees maintain safe operating practices and environment,
- Report workplace incidents, hazards, accidents, and emergencies immediately.
- Contribute to analysis, review and development of organisational policies and procedures.
- Lead quality improvement initiatives within the team and contribute to accreditation and audit activities.
- Review and refine processes, workflows and communication tools to improve efficiency and client experience.
- Ensure that all staff comply with requirements of confidentiality and the reporting of serious matters in accordance with Relationship Matters policy and procedures, and any legal requirements.

Performance of other duties as required, provided such duties are within the range of staff member's skill, competence, and training.

KEY SELECTION CRITERIA

- Minimum of 2 years management experience in a similar or equivalent position
- Qualifications in business or administration are highly desirable
- Proven ability to manage geographically dispersed teams in a fast paced, complex organisation
- Proven ability to lead and motivate teams through large scale change projects

- Demonstrable experience innovating and improving processes or systems
- High level interpersonal and communication skills with a demonstrated capacity to engage and build a high functioning team culture, and maintain effective working relationships across all layers of the organisation
- Strong understanding of and commitment to client-centred, culturally safe customer service
- Ability to manage competing priorities and respond to changing demands whilst maintaining a calm, solutions-focused leadership approach
- Advanced ICT skills, including working with complex databases and the Microsoft suite of programs

TERMS AND CONDITIONS

- Salary will be negotiated according to qualifications, skills and experience and in accordance with the Social Community Homecare and Disability Services Award 2010.
- The position is subject to ongoing funding and satisfactory annual performance reviews.
- A six-month probationary period applies and will be formally reviewed with key responsibilities and success indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- Access to Portable Long Service Leave in the Community Services Industry
- All employees are required to sign an Oath of Confidentiality.
- Position is subject to maintaining a current Working with Children Check and a satisfactory National Police Check.
- A current driver's licence is essential.
- Maintenance of confidentiality and reporting of serious matters in accordance with agency policy and procedures.
- Travel to the branches of the organisation, including some direct service provision from these sites is expected.
- Travel to other locations may be required.

ACKNOWLEDGEMENTS

Position:	Manager Client Support Services		
Name:			
Signature:		Date:	
CEO:	Maya Avdibegovic		
CEO's Signature:		Date:	
Probationary Review:	Six Months	Date:	