

# Role Description



Role title:	Classification:
Client Liaison Coordinator	ASO3
Division/Business unit:	Reports to:
DHS Disability Services / Equipment Program	Business Services Coordinator
Role purpose:	
<p>The Client Liaison Coordinator is a role within DHS Equipment Program and is accountable to the Business Services Coordinator for:</p> <ul style="list-style-type: none"> <li>Supporting the Business Services Coordinator and the Program in a range of Client and Business Support Functions.</li> </ul>	

Key outcomes and accountabilities:
<ol style="list-style-type: none"> <li>Contribute to the effective and efficient functioning of the DHS Equipment Program by taking day to day responsibility for client and administrative support functions, under the direction of the Business Services Coordinator.</li> <li>Manage and process high volume mailboxes daily to meet deadlines, including the management of files, information, records and updating databases</li> <li>Support the Business Services Coordinator in a range of business support function including Finance Management, Processing Purchase Orders and Invoices, Human Resource</li> <li>Liaise with clinical staff to ensure basic equipment is available and promptly referring complex queries to clinicians for further attention.</li> <li>Handle customer and prescriber enquiries, provide appropriate solutions and alternatives, follow up to ensure resolution and escalation if required.</li> <li>Support the Client Liaison Officer and assist with administrative and client liaison tasks, including coordinating Allied Health referrals to external agencies based on referral priorities.</li> <li>Contribute to the efficient and effective operation of the DHS Equipment Program by conducting reviews of existing systems, practices and procedures, making recommendations for improvement and ensuring documents are correctly formatted.</li> </ol> <p><i>Note:</i> 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.</p>

Special conditions:
<p><b>MANDATORY:</b> 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.</p> <p>A flexible approach to taking of leave is required.</p> <p>Some out of hours work may be required.</p>
Key Relationships/Interactions:
<ul style="list-style-type: none"> <li>Business Services Coordinator</li> </ul>

- DHS Equipment Program Staff
- DHS Clients
- Non-Government Agencies and Stakeholders.

#### Budget/Delegations:

No budget or delegation 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. **Customer Service Experience** – ability to provide excellent customer service for both internal and external clients.
2. **Autonomy** – ability to work under limited direction and deals with conflicting priorities to achieve objectives and meet deadlines in a challenging and changing environment.
3. **Attention to Detail** – utilise experience to check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
4. **Client Demographic Information Knowledge** – demonstrate an understanding of client demographics and service needs in the health, aged care and disability sectors.
5. **Multi-disciplinary Teamwork** – ability to effectively communicate and work with people from diverse professional backgrounds and work as a team member to provide a holistic, professional service.
6. **Financial Knowledge** – demonstrate knowledge and use of Basware System, purchase orders and invoice reconciliations.
7. **Interacting with Technology** – Knowledge in using Customer Relationship Management Systems, Office 365 and Reporting Systems.

#### Qualifications:

Desirable: Business or health administration.

**Key leadership competencies and expected behaviours at this classification:**

**Understands strategic direction**

- Understands the shared vision for the business unit (BU).
- Understands purpose and expectations, and strives to reach collective goals.
- Considers multiple perspectives and organisational context of their role.
- Maintains a continuous learning approach and adapts to changes.
- Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

**Addresses clients' needs**

- Delivers results and improvements to meet agreed outcomes of their role.
- Positions own role and skill development to meet the needs of the team.
- Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- Abides by the laws, regulations and policies that apply to their role.
- Holds self-accountable for achieving outcomes and communicates progress with manager.
- Monitors and acts on feedback to improve own performance.
- Builds technical knowledge in own role to support organisational objectives.

**Contributes to service delivery excellence**

- Takes accountability for delivering assigned objectives.
- Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- Provides ongoing feedback to others.
- Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- Strives to deliver excellent customer service by understanding needs.
- Manages time and other resources effectively.


**Engages in positive working relationships**

- Acts professionally within the boundaries of the organisation.
- Conveys facts, concepts and technical information adapting communication style to meet the audience.
- Listens to different ideas and discusses issues with consideration and care.
- Readily shares information and promotes a friendly, inclusive environment.
- Participates in professional networks and forums with team members, stakeholders and clients.
- Responds appropriately to others in an open and honest manner.

**Demonstrates personal drive and professionalism**

- Behaves consistently with the principles, values and ethics of the organisation.
- Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- Remains positive and focused on achieving objectives in difficult circumstances.
- Seeks opportunities to build knowledge, skills and self-awareness.
- Understands, values and responds to diversity, and treats people with respect.
- Looks after own health, safety and wellbeing, and raises concerns where necessary.

**Approval:**

Assessed by: Tracey McGlenchy, Lead HR Business Partner		Date: March 2025
Approved by:		Date: