

Barkuma Incorporated
Client Services
Job Description

Position Title: Client Services Officer,
Barkuma Incorporated

Location: Level 1, 260 Currie Street Adelaide SA 5000

Responsible To: Manager, Client Services
Barkuma Incorporated.

Date Established: May1996

Award: Barkuma Inc. Collective Agreement No 5 of 2009

ROLE:

To provide support to clients accessing Barkuma's employment services who may be experiencing significant problems that are impacting on their employment and/or quality of life. The role also includes some preventative and personal development support for clients and participation in the facilitation and development of team projects designed to meet the needs of clients.

DUTIES:

1. To advise clients, their families and employment service staff of the availability of Barkuma Client Services, as a resource.
2. To follow up on individual issues, referred by employment service managers, individuals, families/caregivers that are considered outside the employment service's purview.
3. To actively participate in project work, including training and group work with clients and staff.
4. To assist clients with referrals and access to other generic/specialist agencies and services, as required, and work collaboratively with those agencies to ensure appropriate support/services for individuals.
5. To provide counselling for clients, and, if necessary, refer and facilitate the involvement of more specialist services.
6. To maintain knowledge of both specialist and generic resources and current government policy in relation to people with disabilities.
7. To provide written reports, including a breakdown of work activities, for the Manager, Client Services.
8. To meet regularly with the Manager, Client Services, in order to co-ordinate and exchange information and strategies to achieve positive client outcomes.
9. To assist in facilitating the Corporate Objectives of Barkuma Incorporated.

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10. Adhere to Barkuma's Quality Assurance System.
11. Adhere to safe working practices in accordance with the Occupational Health, Safety and Welfare regulations.
12. To carry out other duties, relevant to the position, as directed from time to time

SKILLS:

Essential:

- Ability to relate with clients and their families.
- Ability to work autonomously and exercise initiative and independent judgement.
- Extensive and effective communications skills, including skills in literacy, numeracy and oral communications.
- Ability to establish and maintain effective working relationships with a variety of agencies to optimise services available to clients and their families.
- Ability to manage time, set priorities, and plan and organise workloads.
- Ability to work with and be sensitive to the needs of clients from different minority groups (cultural, gender, sexual orientation).
- Ability to develop knowledge of work practices and administrative procedures within the organisation.
- Ability to develop knowledge of program requirements relevant to the organisation.
- An understanding of equal opportunity and social justice principles.

Desirable:

- Skills in counselling and conflict resolution and the ability to apply them to complex and sensitive situations such as family breakdown and abuse.

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QUALIFICATIONS AND EXPERIENCE:

- Knowledge and understanding of the influences and effects of social and economic environments on clients and their families.
- A tertiary qualification in the area of Social Work, Psychology, Disability Studies or a related discipline is an advantage.
- Relevant experience working with people with an intellectual disability is an advantage.
- Computer Literacy.

SPECIAL CONDITIONS OF EMPLOYMENT:

The Client Services Officer must hold a current Class 1 South Australian Driver's Licence.