

### Position details

<b>Position:</b>	Client Experience Specialist		
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award 2010		
<b>Fixed/Continuing:</b>	Fixed/Continuing	<b>Probation period:</b>	6 months
<b>Level:</b>	5	<b>Direct reports :</b>	0
<b>Reports to:</b>	Client Experience Lead	<b>Work base:</b>	Mount Barker
<b>Principal responsibilities:</b>	<p>To lead the design and review of services, ensuring supports are evidence-based, aligned to Client goals, and responsive to risk, while contributing to safeguarding, quality, and continuous improvement outcomes. Reporting to the Client Experience Lead the main responsibilities of the Client Experience Specialist are:</p> <ol style="list-style-type: none"> <li>1. Service design and review <ul style="list-style-type: none"> <li>• Design support models at intake and review stages, ensuring alignment to Client goals, funding, and evidence-based practice</li> <li>• Provide specialist input into service design decisions and risk management.</li> </ul> </li> <li>1. Risk Assessment and safeguarding support <ul style="list-style-type: none"> <li>• Conduct risk assessments and contribute to safeguarding practices, including incident review and high-risk Client planning</li> </ul> </li> <li>2. Outcomes and review processes <ul style="list-style-type: none"> <li>• Lead annual and scheduled reviews, ensuring services remain relevant, effective and outcome-focused</li> </ul> </li> <li>3. Evidence and reporting <ul style="list-style-type: none"> <li>• Develop and implement evidence-based approaches to support documentation and reporting</li> <li>• Develop high-quality reports and documentation to support funding, compliance and service planning</li> </ul> </li> <li>4. Quality assurance and improvement <ul style="list-style-type: none"> <li>• Conduct audits, identify gaps and contribute to continuous improvement initiatives</li> </ul> </li> <li>5. Practice support and capability building <ul style="list-style-type: none"> <li>• Provide specialist advice and guidance to Team Leaders and workers to support consistent, high-quality practice</li> <li>• Undertake other duties, as required, consistent with the employee's skills, competence and classification.</li> </ul> </li> </ol>		
<b>General:</b>	Ensure compliance with all applicable health and safety, quality and environmental legislation and standards.		

**Experience:**

Essential

- 3–5 years' experience in disability, community services or related field
- Experience in service design, support planning or case management
- Strong experience in risk assessment and safeguarding practices
- Experience in report writing and documentation
- Ability to analyse information and make informed recommendations.

Desirable

- Experience supporting NDIS funding reviews or reporting
- Experience working with complex or high-risk Clients
- Experience in audit, quality assurance or continuous improvement
- Experience coaching or supporting frontline workers.

**Knowledge:**

- Service design principles and person-centred practice
- NDIS framework, including funding and reasonable and necessary criteria
- Risk assessment, safeguarding and incident management frameworks
- Documentation standards and evidence requirements
- Review and outcome measurement processes.

**Skills:**

- Service design capability
- Risk assessment and analytical thinking
- Report writing and documentation
- Problem solving
- Attention to detail
- Advisory and coaching skills.

**Qualifications:**

Bachelor's Degree in relevant field or equivalent

**Special conditions:**

- Hold a successful DHS Working with Children and NDIS Worker Screening at all times
- Core hours include alternate weekends and additional weekday hours. The role has capacity to increase income through extra rostered shifts.
- NDIS Worker orientation module certificate
- Hold a current Medication administration or Health support training certificate
- Hold a current SA driver's license
- May be asked to work in other locations if required
- Hold a current first aid and CPR certificate
- Manual handling competency
- Infection control certificate
- Maintain up to date vaccination status.