

VACANCY

Position: Client Care Services Manager – Part-Time
Job type: Permanent part-time (30hrs/week)
Location: IWAQ Office, Springwood
Applications close: 5pm, Friday 25th July 2014

- Client driven role
- Supportive and creative team environment
- Professional development opportunities
- Salary packaging
- Flexible hours

About IWAQ

IWAQ is a Community based, not-for-profit organisation providing in-home aged care services, HACC services, disability, social activities, settlement and overnight cottage respite care. IWAQ's mission is to provide a wide range of community care, development and support services across all life stages to multicultural, multi-faith and mainstream communities in Queensland. IWAQ is an equal opportunity employer operating for over 20 years based from Springwood in modern newly renovated offices. Work hours are flexible and can be tailored to suit the applicant.

Position Objectives

Overall Responsibility for ensuring the quality of the services delivered and promotion of IWAQ services across the community including managing and monitoring quality systems, responding to complaints, training staff and monitoring overall service delivery

To succeed in this role

- Knowledge of the Aged Care sector and new reforms
- Ability to manage and support a team to ensure efficient delivery of service
- Skills in updating and implementing quality assurance systems to reflect changes in service delivery

Essential Selection Criteria.

The following selection criteria MUST be addressed for your application to be considered:

1. A diploma in either Social Work or Aged Care or Certificate III in Aged Care plus relevant experience.
2. Sensitivity to the needs of ageing persons of different social, economic and cultural backgrounds.
3. Demonstrated ability to manage multiple tasks concurrently, be flexible in dealing with changing priorities and able to manage competing demands.
4. Well developed customer relations skills and a commitment to providing quality services, and implementing continuous improvement.
5. High level communication skills; and demonstrated ability to resolve client and service complaints
6. Demonstrate an ability to maintain confidentiality in all aspects of the workplace.
7. Demonstrated ability to work both independently and within a team, recognizing when matters require referral to the IWAQ Director
8. Project a positive outlook and have the ability to develop rapport with a wide range of people.
9. Able to work effectively as a member of a team and strive to continually improve inter and intra group effectiveness.

Submitting your application:

Send your application to the HR Coordinator including:

- **cover letter briefly addressing the selection criteria**
- **resume (or CV) including contact details of two referees**

By email: hr@iwaq.org.au

By Post: P. O. Box 412, Underwood, QLD 4119