

Position Description	
<b>Position Title:</b>	Manager Client Engagement
<b>Position Type:</b>	Full-Time, Permanent
<b>Position Level:</b>	Dependant on skills and experience:
<b>Location:</b>	Darwin, Northern Territory
<b>Direct Reports:</b>	Client service officers and Intake officers
<b>Responsible to:</b>	Director Practice Quality
<b>Requirements:</b>	<ul style="list-style-type: none"> <li>Ability to maintain a current Northern Territory working with children check (Ochre Card).</li> <li>A satisfactory national criminal history check.</li> </ul>

### About Relationships Australia NT

Relationships Australia NT (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

RA-NT is accredited as a Safeguarding Children organisation with the Australian Childhood Foundation, therefore all staff working at RA-NT are required to complete training regarding Safeguarding Children and mandatory reporting upon induction at RA-NT. Staff need to commit to the RA-NT Code of Conduct and all Safeguarding Children related policies.

### Purpose

We empower individuals, families, and communities to grow through a rich culture of belonging, connection and respectful relationships.

### Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value:	This means:
Listen with compassion	We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.
Work together with respect	Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.
Celebrate difference and promote fairness	We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.

Strive for quality and trust	We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.
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## Position Statement

Manager Client Engagement plays a pivotal role in ensuring the seamless delivery of high-quality client services, by leading and supporting the Client Service Officers (CSOs), and Intake team. Acting as a key conduit between counselling, mediation, and front-line client services, this role is central to ensuring a connected, responsive, and client-centred experience – from the first moment of client engagement.

The Manager Client Engagement requires strong empathy, an understanding of client needs and vulnerabilities and a commitment to creating a safe, welcoming and efficient environment for clients to access services. Operating as a key source of operational support to the Practice Quality area, this role ensures that systems, processes and teams work in unison to meet both client needs and organisational objectives.

Client Engagement Manager is driven by outcomes and committed to enhancing the client journey, fostering a proactive continuous improvement service. The Client Engagement Manager adopts the client experience lens, and identifies service gaps, and develops practical, data-informed solutions that strengthen engagement and service delivery.

With a focus on coordination, performance, and coaching, the Manager aligns staff with best practice, supports achievements of Key Performance Indicators (KPIs) and brings together service components into a cohesive, efficient whole. The position is both strategic and hands-on – capable of analysing data, leading change, and empowering team members through clear direction, collaboration, and support.

Integral to the position is a customer-centric leader who excels at problem-solving, and is passionate about delivering, and supporting others to deliver consistent and high-quality services that meet the needs of the client, whilst ensuring strategic organisational objectives are met.

## Key accountabilities and deliverables

### People Leadership

- Lead, support and develop the Client Service Officers and intake officers encouraging a collaborative and high quality and high performing culture.
- Manage workloads, priorities and professional development opportunities to build capability and resilience.
- Provide regular guidance, feedback, and coaching to ensure responsibilities and KPIs are met.
- Advise the Director on staff developmental needs, emerging client issues, and serious matters.

### **Service Coordination and Client Journey**

- Ensure smooth coordination between Intake, client services and program delivery teams.
- Liaise with Managers and practitioners across the organisation to manage client waitlists, balance caseloads, and resolve service barriers and provide updates during monthly meetings.
- Work collaboratively with the team/s and the Director to address service improvement requirements resulting from client complaints, stakeholder feedback and / or internal or external evaluation processes.
- Promote a client-centred approach across all access points, ensuring services are responsive, inclusive, and accessible.
- In partnership with the Director, identify service gaps and implement improvements to ensure effective and efficient performance of services.
- Drive a culture of continuous improvement, from processes and systems in maximising service delivery across the client journey, to enquiries, services and referrals, data and record keeping, and evaluation methodology.
- Manage a client waitlist and liaise with practitioners regarding appointment availability and caseloads.

### **Operational**

- Provide Operational Support for the Practice Quality area, ensuring operational manuals and clinical practices within the Client Services and Intake area are up to date with organisational policy procedures and best practice.
- Collaborate with the Practice Quality team to develop, review and implement policies, procedures and practice frameworks, ensuring services meet compliance, quality and best practice standards.
- Use data, feedback and evaluation findings to recommend and implement practical, evidence-based service enhancements.
- Comply with Relationships Australia NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Represent the CSO and Intake functions in organisational forums, contributing to strategic planning and decision-making.
- Work closely within the Corporate Services and Finance team to ensure consistent people related Business Rules are mutually applied.

Other duties as directed from time to time by the Director Practice Quality.

### **Qualifications and Experience**

#### **Essential**

- Demonstrated leadership experience in managing, leading and coordinating teams within comparable environments.
- Proven ability to oversee complex workflows, effectively prioritising competing demands and consistently delivering efficient, high-quality services aligned with organisational goals.

- Strong empathy and deep understanding of diverse client or community needs and vulnerabilities, with a proven commitment to fostering safe, inclusive and client centred environments.
- Track record of identifying service or operational gaps , including KPIs, and driving practical, data informed improvements that enhance service delivery and client outcomes

#### **Desirable**

- Experience working in, or closely with, Not-for-Profit or community service organisations.
- A tertiary qualification in Human Resource Management, Community Development, Business degree.

#### **Requirements**

- A satisfactory Northern Territory working with children check (Ochre Card).
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.
- Current NT Driver's License

***Please note that Position Descriptions are under regular review and may be changed by the Chief Executive Officer, after consultation, at any time.***

#### **Acknowledgement**

I have read, understood, and accept the position as documented in this position description.

Employee Name (Please Print):

Signature:

Date: