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| **Job Title** | Client Services Coordinator (part time) of ARC, 65 Eccles Street, Dublin 7 |
| **Reporting Relationship** | The Client Services Coordinator reports directly to the Centre Manager and are part of the wider Services Team. |
| **Purpose of the Post** | Client Services Coordinator role ensures every client is welcomed and has a caring, supportive, and empathetic experience with ARC as outlined in ARC’s mission.  As part of ARC centre team, this role works directly with ARC clients, maintaining a confidential service and supporting clients in accessing the right support at the right time, promoting and delivering on ARC’s vision, mission and values. |
| **Roles and Responsibilities** | **Front of House Support**   * Oversee and support volunteers of ARC Centre Drop-In in the centre, providing cover when necessary. * With other Client Service Coordinators, participants in ARC Information and Support phone and e-mail system. * Respond to clients’ requests and inquiries in a timely, confidential and empathetic manner. * Working with ARC clients to complete ARC’s Intake process. * Support clients through provision of information and by providing a listening ear. * Match client expressed support needs to the most appropriate ARC support. * As required, assess, document and support client accessibility need, ensuring any support reflects clients' preferences and ensure their receipt of ARC service to highest standard.   **Supporting Centre Managers to coordinate services.**   * Work with Centre Manager to optimise and maintain both current and new services, courses and programmes based on client needs and requests. * Ensuring centre and its rooms are maintained to a high standard and ready to be used * Support with remote group class facilitation. * Work to ARC policies, procedures, protocols, and guidelines and keep up to date on same when alerted to changes. * Escalate any identified risks to your line manager or any available manager if Centre Manager not available.   **Administration**   * Complete internal process for clients to register for ARC support. * Maintain good file hygiene on client files in line with ARC’s Data Policy. * Support booking system for rooms, appointments, and group sessions. * Carry out ad hoc duties as requested by the line manager and/or other managers as requested.   **External and internal communications**   * Liaise and work with other ARC teams and team members across the organisation. * Liaise with Volunteers, Therapists and Clients. * Engage with and maintain good working relationships with ARC’s external partners e.g. Oncology teams, other Cancer Support organisations, G.Ps etc.   **New Projects**   * Support ARC Transformation project. * Participate in Service Development projects that enhance service offerings. |
| **Experience and/or Qualifications** | **Essential**   * Five years or more experience in a similar area   OR   * 3rd level qualification in a relevant discipline and * A minimum of 2 years' experience (paid, voluntary or placement)   **Desirable**   * Background and/or experience in a charitable organisation |
| **Essential skills, competencies and/or knowledge** | **Skills**   * Case management skills – can manage and track a caseload of clients through ARC supports in a CRM system. * Strong communication skills – can engage with people in a caring and professional manner and can provide to a high standard both written and oral reports. * Excellent technical skills e.g. MSO365 and Salesforce.   **Competencies**   * Person centred/Client focused – ensuring ARC are offering the client the right support at the right time. * Adaptable and Responsive – pays attention to detail and searches for solutions. * Proven initiative and demonstrated ability to develop, drive and deliver ideas to plan.   **Knowledge**   * Awareness of impact of cancer on individuals, families, and communities. * Knowledge of cancer care – services, national policies.   **Core Aptitudes**   * Non-judgement, warm and caring. * Motivated and energetic self-starter who takes initiative. * Willingness to learn and take on new responsibilities. |