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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.
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| **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
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| **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.
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