

Client Services Coordinator Job Description

Job Title	Client Services Coordinator (full time, 35 hours per week) 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	<p>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.</p> <p>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.</p>
Roles and Responsibilities	<p>Front of House Support</p> <ul style="list-style-type: none"> • 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. <p>Supporting Centre Managers to coordinate services.</p> <ul style="list-style-type: none"> • 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.

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	<ul style="list-style-type: none"> • 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. <p>Administration</p> <ul style="list-style-type: none"> • 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. <p>External and internal communications</p> <ul style="list-style-type: none"> • 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. <p>New Projects</p> <ul style="list-style-type: none"> • Support ARC Transformation project. • Participate in Service Development projects that enhance service offerings.
<p>Experience and/or Qualifications</p>	<p>Essential</p> <ul style="list-style-type: none"> • Five years or more experience in a similar area <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • 3rd level qualification in a relevant discipline and • A minimum of 2 years' experience (paid, voluntary or placement) <p>Desirable</p> <ul style="list-style-type: none"> • Background and/or experience in a charitable organisation
<p>Essential skills, competencies and/or knowledge</p>	<p>Skills</p> <ul style="list-style-type: none"> • 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.

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	<ul style="list-style-type: none"> • Excellent technical skills e.g. MSO365 and Salesforce. <p>Competencies</p> <ul style="list-style-type: none"> • 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. <p>Knowledge</p> <ul style="list-style-type: none"> • Awareness of impact of cancer on individuals, families, and communities. • Knowledge of cancer care – services, national policies. <p>Core Aptitudes</p> <ul style="list-style-type: none"> • 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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