Guide Dogs.

Position Description

Position Title: Client Support Officer
Department: Impact
Reports to Position: Client Support Manager
Direct Reports: Nil

NDIS/Blue Card Risk Assessed Role
Managers to complete risk assessment – please select:
Key Personnel Role ☐ Yes ☒ No
Delivery of support/services to clients ☒ Yes ☐ No
More than incidental contact with clients ☒ Yes ☐ No
Work in settings, outside of GDQ, while children are present ☒ Yes ☐ No

Portable Long Service Leave
This role is entitled to Portable Long Service Leave.

Position Overview
This role focuses on delivering high-quality customer service, ensuring clients receive timely, accurate, and person-centred assistance. The Client Support Officer plays a key role in supporting NDIS clients to access, understand, and effectively use their funded supports whilst navigating complex NDIS processes and legislation. The Client Support Officer works collaboratively with clients, their families, external organisations, donors, volunteers, and internal teams to achieve positive outcomes. This service must meet the needs of the individual client, Guide Dogs Queensland (GDQ), and external service standards in alignment with the business and strategic plans of GDQ.

Essential Functions and Responsibilities

Information Provision

- Provide welcoming, professional, and responsive customer support to clients, families, and stakeholders via phone, email, and in person, ensuring clarity and effectiveness in all communication.
- Maintain confidentiality and uphold the rights, dignity, and privacy of all clients.
- Coordinate intake and provide support for client programs. This will include document preparation, database administration, scheduling appointments, supporting clients and staff, and booking rooms.
- Prepare and maintain accurate and up to date client records on the Client Database for services and equipment.
- Navigate and interpret complex systems including NDIS legislation and other legal environments to ensure accurate guidance and compliance.

Customer Care

- Assist in coordination of referrals and waitlists by accurate data entry and providing specific client centred information.
- Assist clients to understand their NDIS plans, funding categories, service agreements, and supports available.

- Engage in dispute and issue resolution in a calm, empathetic, and solutions-focused manner, escalating complex matters where required.
- For regional office-based staff, reception duties including meeting and greeting visitors and clients.

Travel

- Coordinate all aspects of travel arrangements for the Impact Department including coordination of approval, booking, booking changes, expense claims and travel allowance support as required, ensuring adherence to travel guidelines and corporate booking processes.

Financials/Budget

- Entry of Practitioner appointments in the Client Database and support provision for invoicing and billing issues with clients.

Inventory Management

- Track office and equipment supply inventory and order supplies.

Continuous Improvement

- Actively contribute to the development and continuous improvement of business processes through providing feedback and information as changes occur.

Facilities

- Contribute to the smooth operation of GDQ facilities by maintaining clean and tidy spaces, reporting issues and communicating with the Assets team on items that impact facility maintenance.
- Maintain and update all WH&S documentation for the nominated regional office as per instructions from the GDQ WH&S Advisor.
- Maintain and update all nominated regional office first aid kits, plan, run and document all evacuation and lockdown practices and complete quarterly site safety reports.

Collaboration

- Work collaboratively within a multidisciplinary team, contributing to shared goals and positive workplace culture.
- Effectively operate as part of the support team to meet operational and strategic goals.

Other Duties and Responsibilities

- Other related duties as required.
- Participate in professional development opportunities.
- Complies with GDQ Quality Management System and its certifications.
- Act as a Warden or First Aid Officer where required.
- Foster pleasant, respectful and productive working relationships with staff.
- All employees are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

Guide Dogs.

Position Description

Supervisory Responsibilities

Nil

Knowledge and Skills

Essential

- As part of our recruitment and selection process, applicants will be required to undergo pre-employment criminal history checks as required by varied legislation. This may include worker screening required by the NDIS which aims to guarantee that key personnel and other workers do not pose an unacceptable risk to the safety and wellbeing of NDIS participants.
- Proven ability to provide professional, empathetic, and responsive support to clients with diverse needs.
- Ability to work collaboratively, contribute to a positive team culture, and support colleagues where required.
- Excellent written and verbal communication tailored to a variety of audiences.
- Confident in creating documents, updating spreadsheets, maintaining records, and managing data accurately.
- A strong client and customer focus and a commitment to person centred service practices.
- Commitment to confidentiality, client rights, and safe practice.
- Strong organisational and time-management skills, with the ability to prioritise competing tasks.
- Demonstrated ability to address concerns, manage conflict calmly, and work towards positive solutions.

Desirable

- Relevant experience within allied health, disability, aged care, or related field.
- Salesforce experience.
- Experience interpreting policy, funding guidelines, or compliance frameworks (NDIS experience highly regarded).

Working Conditions and Environment

- Capacity to maintain a high level of professional boundaries and manage emotional distress when dealing with difficult situations, potentially including distressing situations regarding client life circumstances, or dealing with clients or staff that may have unreasonable requests or demands.

Guide Dogs.

Position Description

Document Control

Version number: 1.1

Issue Date: September 2026

Document Authoriser: Manager – People Services, Quality and Safety