

Employee Position Description- Customer Service Team Lead - Inner

Position Details		
Position Title: Customer Service Team Lead - Inner	Department: Customer Service	Reports To: Manager Customer Service
Primary Work Site: Richmond, UCC, Hawthorn, Camcare and Trentwood	Is travel between sites required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Is hybrid working available for role? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Employment Status <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Maximum Term <input type="checkbox"/> Casual		Does the role have direct reports? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Enterprise Agreement: VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2022-2026		Classification: Grade 3
Position Primary Purpose		
<p><i>The purpose of this position is to support Access Health and Community to deliver high quality, safe and sustainable services. To deliver on this the Customer Service Team Leader will actively assist the Customer Service Manager to lead and support a high-performing, values-driven team by fostering a person-centred culture, promoting staff development, and ensuring the efficient delivery of services. This role is responsible for effectively planning and allocating resources, driving performance, and supporting workforce wellbeing. It also plays a key role in enhancing the quality and consistency of customer service across the organisation, while upholding confidentiality, encouraging feedback, and modelling respectful, courageous leadership.</i></p>		

Key Accountabilities	
Focus Area	Responsibilities
People Leadership	<ul style="list-style-type: none"> • Support an engaged workforce by championing a person-centred and values-driven culture • Communicate effectively to inform, engage and empower our people • Ensure the best use of resources to effectively plan, perform and deliver. • Create and enable talented and diverse teams. • Define clear performance and development expectations to deliver on organisational goals. • Focus on people’s strengths and champion individual and team development. • Provide time, resources and opportunities for people to develop and thrive. • Invite feedback gratefully and steps into challenging conversations with courage and respect • Role model effective wellbeing practices and supports and guides others in managing stress and stressors. • Support the integration of customer service teams across the organisation to increase consistency and quality of service delivery. • Observes and role models strict confidentiality in accordance with the policies and procedures
Commitment to Access	<ul style="list-style-type: none"> • Delivers evidence-based practice as aligned to the organisational service model • Implements consumer and employee feedback, community engagement and impact measurement frameworks and tools to ensure continuous improvement of internal and external service provision • Encourages staff participation in the Reconciliation Action Plan and embed Reconciliation in practice
Collaboration & Innovation	<ul style="list-style-type: none"> • Works collaboratively with others and shares information freely to identify and implement opportunities for innovation and integration of work • Supports clients to connect with our services directly and refers them to the appropriate team as required.
Risk Quality & Safety	<ul style="list-style-type: none"> • Contributes to organisational risk, quality and safety systems being implemented across the team • Contributes to and complies with regulatory, contractual and organisational requirements; including contribution to preparation for accreditation activities. • Contributes to the development, review and implementation of policies and procedures to support compliance in providing quality work.

Key Accountabilities	
Focus Area	Responsibilities
	<ul style="list-style-type: none"> • With the Customer Service Manager and Safety and Wellbeing Advisor, ensures that designated sites are safe, welcoming and appropriate including facilitating regular safety reviews and emergency drills and addressing allocated actions that result from them.
Customer Service Leadership	<ul style="list-style-type: none"> • Actively participates and assists the Customer Service Manager in the development and review of department procedures to ensure these embed best practice customer service principles. • Regularly review to ensure site manuals are up to date. • Recruit and select team members in consultation with the Customer Service Manager. • Leads & coordinates the induction and on-boarding of new team members. • Participates in an on-call roster for Customer Service operations. • Oversee and arrange rosters, staff replacements & adjust schedules as needed to maintain service levels. • Conduct weekly meetings with team members across sites and review site operations. • Chairs weekly huddles. • Participates in site coordination meetings as required. • Provides and role models a welcoming, friendly, barrier free and efficient reception services to all clients attending AccessHC sites. • Oversees and handles client complaints and feedback utilising the VHIMS system, escalating where required to achieve resolution. • Deputises for Customer Service Manager as agreed.
<p><i>Beyond the key accountabilities specific to the role, all employees are expected to demonstrate the values of the organisation and the capabilities set out in the AccessHC Core Capability Framework (Attachment 1). The position description outlines the key accountabilities of the role but is not exhaustive. All employees will be expected to comply with their manager's directions when and as required, which may include completion of duties not listed in this document</i></p>	

Selection Criteria	
Screening Requirements	<input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> International Police Check (if lived overseas in last 10 years) <input checked="" type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> NDIS Worker Screening <input checked="" type="checkbox"/> Australian Driver's License
Qualifications	<ul style="list-style-type: none"> • Qualifications in customer service, administration or a number of years of experience in a similar role (desirable)
Experience	<ul style="list-style-type: none"> • Extensive experience working in a medical or community service environment in a leadership role • Experience in using Microsoft Office Suite, and other software applications desirable • (TRAKcare, Pracsoft, HICAPS, Medical Director is essential) • Titanium is desirable • Demonstrated experience working with and leading teams across various sites
Demonstrated Skills and Knowledge	<ul style="list-style-type: none"> • Strong communication and interpersonal skills. • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds. • Commitment to continuous quality improvement. • Demonstrated ability to build and maintain an engaged and positive team culture. • Effective time management and prioritisation skills. • High level of accuracy and attention to detail. • Demonstrated ability to work in and lead a team within a customer service environment. • Demonstrated behaviours consistent with AccessHC values.
<p>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.</p>	

Authorisations

Employee Name:

Signature: _____

Date: / /

Manager Name:

Signature: _____

Date: / /