

The purpose of this position

The **purpose** of this position is to lead a team to ensure that customers within the service focus group are appropriately assessed to enable fast access to the right services and that services are planned and delivered effectively in line with the Support Centre Customer Experience Vision and service requirements.

About the position

- This position is within Ageing & Carers directorate.
- It is part of the National Support Centre team.
- This position **reports to** the Deputy Manager, National Support Centre.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 6 under the ***Schedule of Authorities and Delegations***.
- The position is a: Budget holder Has designated revenue or billing targets.
- This position may be advertised externally as Team Leader.

Key areas of responsibility

- Lead a team to ensure that effective and appropriate assessment processes are in place and applied, customers are referred to the right services quickly, customer service plans are developed as required by the service type, service bookings are completed, and services are allocated effectively.
- Support team members to understand the vision, values and direction of the organisation and translate them so the team understands how they relate to their everyday practice.
- Work with the Manager to ensure the way the team works is commercially effective and sustainable, identifying opportunities for process improvement or more effective ways of working.
- Work with team members to help them understand and achieve performance expectations, build their capability, provide regular recognition, develop, and utilise talent in the team, and identify and achieve improved client outcomes and increase employee engagement.
- Evaluate the quality-of-service delivery, service plans, and client outcomes for the team against service, funding and compliance objectives on a regular basis. Identify gaps in delivery and work with the team to build capability and/or improve service design, referring to the Deputy Manager/ Manager when significant gaps are identified.
- Coordinate regular communication channels including team meetings, client and practice reviews, and 1:1 discussion with team members.
- Identify learning needs within the team, and appropriate learning opportunities both within and without the organisation, liaising with the Deputy Manager/ Manager, Support Centre team and learning and development team as appropriate. Develop and facilitate learning opportunities when appropriate.

- Evaluate processes, plans, tools and other supporting materials for ease of use and effectiveness. Utilising reporting and feedback from customers, the Support Centre team and operational services to review and implement improvements to achieve better outcomes for customers and the business.
- Work with staff, customers, and other stakeholders to find appropriate resolution to concerns.
- Manage performance processes such as time and attendance, leave, learning, and injuries in conjunction with National Office specialists and the Manager when required.
- Support the Deputy Manager to ensure the smooth operation of the Support Centre, including relief during periods when the Manager is on leave.
- Support the Deputy Manager/ Manager with the collection of data in line with key performance targets, reporting requirements, outcomes measurement and evaluation frameworks.
- Work collaboratively with staff across the organisation and with the community and develop and maintain effective relationships and networks with relevant community partners, referral agencies, and relevant community groups, including attending networking meetings and forums.
- Comply with mandatory reporting requirements that apply to the service, in conjunction with the Manager.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Customers are connected to the right services quickly and effectively.
- Outcomes for customers are maximised through effective assessment, planning, service delivery and service review processes.
- The team is engaged, feels supported in their workplace, and have a line of sight between their work and the vision and expectations of the organization.
- The service experience is easy and stress free with customers being clear and when services will be provided, how they will be provided and by who they will be provided.
- The team achieves key performance targets.

Key Capabilities

Essential criteria

- Degree qualified in a health or community services related area relating to service focus group (e.g. nursing, social work, psychology, speech therapy, behavioural management etc).
- Demonstrated experience leading a team to deliver high quality, effective services to customers.
- Demonstrated operational experience in the area related to the service focus group (disability services or ageing services).
- Previous experience in a call centre or remote service delivery environment would be an incredible advantage.
- Excellent understanding of the service focus area's operating environment, including funding, reporting and compliance requirements (for example, National Disability Insurance Scheme, Consumer Director Care, child protection, intensive family support services).

Key attributes

- Demonstrated understanding of vulnerability and risk indicators for customers in the service focus area.

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- Ability to build strong working relationships with key business stakeholders.
- Ability to influence by partnering with others through coaching, advice and a collaborative approach.
- Demonstrated ability to work in a collaborative, cross functional way with key stakeholders to achieve improved outcomes.
- The ability to balance customer expectations and needs with the sometimes-conflicting requirements and expectations of other stakeholders.
- A passion for the customer and creating a customer experience people want to talk about.

People who know this position say that

People who know this position say the things that might make your day are:

- The influence to create and shape a quality customer experience.
- Being able to influence how work and services are structured and contribute to improving service standards for clients.
- Creating a high performing team who are engaged, satisfied and positive.
- Having clients speak positively about their service or provide great feedback about a member of your team.

People who know this position say some key challenges you might experience are:

- Dealing with expectations regarding services and outcomes, from clients, staff, funding providers and other stakeholders.
- Not being able to always achieve the most desired outcome for a client.
- Supporting staff and clients in emotionally challenging circumstances, while maintaining own wellbeing.
- Balancing competing deadlines and priorities within required timeframes.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| <input checked="" type="checkbox"/> Overnight travel/stays. | <input type="checkbox"/> Weekend work. |
| <input checked="" type="checkbox"/> Travel between office locations/regions. | <input checked="" type="checkbox"/> Evening work. |
| <input type="checkbox"/> Travel to clients (varied locations). | <input checked="" type="checkbox"/> Special event support. |
| <input checked="" type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. | |
| <input checked="" type="checkbox"/> Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Support Centre teams
- Operational Services Manager and Team Leaders

Outside The Benevolent Society:

- Clients, their families and carers
- Community Partners

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Team Leader



- HR Operations team
- Other service providers and agencies