

The purpose of this position

The purpose of this position is to monitor and coordinate Support Centre's processes and day-to-day operations to ensure compliance to Support Centre's Quality Framework and to drive Continuous Improvement Measures.

About the position

- This position **reports** to the Quality Team Leader, Support Centre.
- This position does not have direct reports.
- This position does require a working with children related clearance.

Key areas of responsibility

- In collaboration with Team Leader use performance and call monitoring data to prepare reporting and analytics that will provide the Manager and Team Leaders in the Support Centre with relevant, useful information that enable them to improve the customer experience and customer outcomes. Ensure that reporting highlights areas of success, areas for improvement and potential risks.
- Work collaboratively with the National Office Quality and Risk team and practice teams to identify areas for improvement, develop tools, and advocate for the needs and experiences of Support Centre customers.
- In collaboration with the Team Leader and Manager provide reporting and recommendations regarding the Support Centre learning needs and contribute to the development of tools, learning and supporting materials to support teams to improve performance.
- In collaboration with the Team Leader and Manager Monitor and evaluate legislative and compliance requirements for the Support Centre, such as accreditation, and work with the Team Leader to ensure concerns or areas of improvement are identified and actioned.
- With the support of the Team Leader or Manager, develop processes relating to delivery of the service and support other staff to understand those processes to minimise risk to clients.
- Work with the Team Leader or Manager to comply with Support Centre's Risk Compliance requirements and work on measures to report, mitigate and manage risk to client groups.
- Address Support Centre's service connections gaps including high risk and urgent client intake and phone lines coverage during periods of referral and enquiry influx, staff leave, attrition and/or resignation.
- Liaise and maintain relationships with internal stakeholders whose clients may access the Support Centre such as Support Workers, Allied Health Practitioners and Practitioners.
- Provide a range of effective administration services to enable services to be delivered in a timely and effective way. This could include a range of tasks such as preparation of documentation, collation of information into templates, data entry into a range of systems across functions, responding to queries and providing information to internal and external customers, coordination of portfolio email inboxes, accounts, maintenance and uploading of documents and information to the intranet.

- Evaluate information, data and situations to identify level of urgency, risk confidentiality and sensitivity, ensuring the most appropriate action is identified, directed to the correct person & team to address and matters are escalated to the relevant service management in appropriate timeframes including but not limited managing of the Support Centre Inbox.

Key outcomes

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

- The Support Centre meet the needs of external and internal customers in a timely and effective way.
- The way we work with clients is effective and appropriate.
- The Support Centre team is provided with effective support to enable them to focus on their core purpose.
- Support Centre team members feel they understand the Quality Framework and are able to implement it.
- Managers and Team Leaders feel they receive quality reporting and analysis that enable them to make business decisions to improve customer outcomes.
- High level of confidentiality and discretion displayed.

Key Capabilities (stick to 6-8 key descriptors only)

Essential criteria

- A Certificate IV or Diploma qualified in business, health or related area.
- At least 12 months experience in a similar role, or a role that allowed you to build the skills to drive quality and process improvement as well as developing or improving Quality Frameworks, Regulatory Compliance, Reporting and Performance measures.
- Good understanding of the client vulnerabilities of individuals who may access the service and their needs.
- Ability to manage own time and competing priorities, with the flexibility to adjust set plans to accommodate changing needs, to deliver requirements within established timeframes.

Key attributes

- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities.
- Experience in the health or community services sectors would be an incredible advantage.
- Understanding of risk management principles would be an incredible advantage.
- Good written and verbal communication skills.

Good relationship building skills with the ability to create strong working relationships with different stakeholders

People who know this position say that

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

- Being able to use your skills to influence better outcomes for customers
- Supporting teams to see where improvements can be made and processes can be improved

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

- Bringing team members and operational services along on the journey to create a customer centric experience as we shift the way we work
- Managing stakeholder expectations and needs, including the internal stakeholder group
- Delivering feedback when your colleague doesn't agree or doesn't feel the feedback is accurate or fair
- Maintaining privacy and confidentiality, especially when colleagues may be encouraging you to share information.

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"/> Travel between office locations/regions may be required | <input type="checkbox"/> Evening work. |
| <input type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required | <input type="checkbox"/> Use of TBS pool cars may be required |

Key relationships

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

Within The Benevolent Society:

- Team Leaders and Managers
- Service Providers
- Quality and Risk Team

Outside The Benevolent Society:

- Suppliers and venues
- Community groups, educational institutions and stakeholders