

After Hours Response Service – Team Member

Position Title: After Hours Response Service – Team Member
Classification: SCHADS Award: Social and Community Services Employee, level 4
Reports to: After Hours Response Service – Team Leader

About CPL

CPL – Choice, Passion, Life, part of the CPL Group, is the leading provider of integrated support, therapy and advice for people living with a disability in Queensland and Northern New South Wales, and their families. We work with our clients at every stage of their lives. We deliver the very best support, guidance, technology and understanding possible, so people can achieve the things that matter the most to them. We know that given the right opportunities, people can grow beyond expectations and create amazing lives. It's why we refuse to compromise in chasing the best lives for our clients, and ourselves.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with disability so they can lead the life they choose.

Our Difference

Our attitude is what makes us different. We're hopeful, determinedly enthusiastic and down-to-earth. When it comes to disability, we know one size does not fit all, which is why the CPL team ensure every effort is made to accommodate individual goals and needs.

Our Values

Our values are a promise. A promise of how we will work with each other and with our clients, make decisions and choose to act.

Be Here

At CPL Group, we love what we do and it shows in the way we choose to "Be here", contribute our expertise, our time, our energy and our ideas to make a difference. We always work to the best of our abilities to deliver quality services and support, holding ourselves accountable for our behaviours, action and delivering on our commitments.

Connect

Having genuine connections with others is what we're all about at CPL Group. We value relationships, we work respectfully, and we always aim to add value in our interactions and find positive win/win solutions.

Tune in

Everyone has individual needs and may need different solutions; we recognise and respect this at CPL Group. Tuning in means we listen to understand and ask questions for clarity, before we act, which we do with empathy and care.

Grow

There's always more we can do, which is why we strive for improvement and excellence, continually looking to improve ourselves, our ways of working and the impact we create. We value opportunities to learn and develop because we know personal growth is achieved when we step outside our comfort zone.

Speak up

We are confident to speak up and share what we have to say at CPL Group. We communicate with respect and honesty, and raise issues so they can be resolved, particularly when it comes to the safety and wellbeing of ourselves and others.

Position Purpose

The After Hours Response Service is the primary point of contact for outside of business hours support for services teams across the organisation (Direct Support Workers, Clients, Service Facilitators, and managers). Team members are responsible for providing guidance and support, sharing information, and supporting the management of incidents to ensure that each caller receives a consistent and targeted experience through skilled and empowered staff able to resolve most enquiries at first call resolution.

The position will be required to work regular shifts outside of business hours (including weekends and public holidays).

To support continuous improvement in the business performance of the business area/service and effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Guide and advise Direct Support Workers whilst on shift relating to behaviour support, medication and health care, and emergency or critical situations and queries.
- Respond to and manage incidents and ensure compliance with critical incident frameworks.
- Provide advice on client support to Direct Support Workers, Service Facilitators, Shift Fill Team and other After Hours team members as required.
- Comply with, maintain up to date knowledge of, and adhere to all legislative and organisational policies and procedures.
- Ensure effective communication with other After Hours team members working on a rotational roster to ensure consistency of service.
- Undertakes other responsibilities as required and directed by manager or delegate.

Supplementary Responsibilities

- Embodies CPL Group values in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.

- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- Clients – including family and advocates
- Direct Support Workers
- Service Facilitators
- Area and Service Managers
- After Hours Response Service Team Leaders and Manager.

Selection Criteria

Applicants must individually address the following criteria in writing to be considered for this position:

- Previous experience in an operational support delivery role in disability, aged care, or health setting.
- Effective interpersonal and communication including written and verbal communication skills, and the ability to effectively manage queries and to advise, consult and negotiate with a range of internal and external stakeholders.
- Demonstrated skills in liaison, negotiation, analytical thinking, and problem solving.
- Maintain up-to-date knowledge of a broad range of processes, policies, scripts, FAQs, information guides and associated tools and applications (technology) relating to role description.
- Effective use of all internal systems to ensure highest standards of Information Management are maintained.
- Build relationships with key stakeholders, both internally and externally.
- Perform administrative tasks as required.
- Demonstrated ability to maintain confidentiality, exercise discretion, judgement, initiative, and deal with difficult situations.
- Ability to work with others and be a participative and supportive team member, who seeks and provides feedback and solutions.
- Demonstrated achievement in, and enthusiasm for, the provision of quality client service and commitment to continuous improvement.

Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- A Working with Children Check, Blue Card in Queensland.
- NDIS Worker Screening Check issued by the NDIS Quality and Safeguards Commission.