

Position Description

Title	Team Leader, Customer Service
Business Unit	Community Aged Care – Aged & Carer
Location	321 Ferntree Gully Rd, Mount Waverley, VIC, 3149
Employment type	Ongoing Full-time 76 hours per fortnight
Reports to	Senior Manager Community Aged Care

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Customer Service Team Leader will

- Monitor and ensure that the tasks undertaken by the Customer Service staff meet the required operational timeframes and quality service standards defined by Uniting and governing bodies
- Identify opportunities for continuous improvement and provide leadership in implementing change associated with the Customer Service Team
- Work collaboratively with other members of the Community Aged Care leadership team to support strategic objectives of Consumer Direct Care services and Uniting
- Provide direct supervision to all members of the Customer Service Team, including recruitment, on-boarding, induction and performance management support that aligns with Uniting’s supervisory policies and processes.

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Customer Service Team Leader

2. Scope

Budget:

nil

People:

- 5-8 Customer Service staff that include a mix of Customer Service Officers, Customer Service Receptionists and Verification Officer
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3. Relationships

Internal

- Senior Manager Community Aged Care
- Customer Service Team staff
- Nursing and Allied Health team
- Home Care Package team
- Carer Support team
- Carer Gateway team
- NDIS Support Coordination team
- Consumer Directed Care leadership team
- Uniting staff

External

- Consumers and their carers
 - Service Providers
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4. Key responsibility areas

Service delivery

Administration and Reception Work practices

- Establish efficient and effective weekly / monthly workflow practices
- Ensure Administration and Reception staff are allocated sufficient time to complete work tasks including, but not limited to:
 - Medicare Report
 - Home Care Package (HCP) Statement checking
 - Cabcharge
 - Answering and resolving all client calls and queries
 - Other general administration tasks
- Liaise with the Senior Manager to ensure timely resolution of issues relating to staffing matters and workflow issues

Service Requests HCP Care Coordination

- Monitor and respond to Service Request Inboxes including:
 - Ageing
 - Disability
 - Nursing and Allied health

HCP Care Coordination

- Respond effectively to Service Requests within required timeframes
- Ensure outstanding Service Request queries are followed up within required timeframes
- Act as an escalation point for complex queries

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Invoice Processing

- Ensure accurate and efficient verification of financial invoices for payment
- Liaise with Finance Department to confirm priorities and deadlines

Rostering

- Plan rosters, leave and relief arrangements to ensure adequate continuous staff coverage for Reception
- Management of calls relating to shift confirmations, cancellations and changes

Reporting

- Review and distribute Data Exchange (DEX) error reports to relevant staff members for correction
- Ensure corrections are completed in a timely manner
- Identify trends and anomalies and recommend remedial or preventative strategies including staff training requirements, process changes or resourcing changes.

People and Teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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5. Performance indicators

Service Delivery

Efficient rostering of staff as evidenced by

- Adequate coverage of Reception at all times
- Response to incoming calls within required timeframes
- Positive feedback regarding service from clients and internal /external stakeholders
- Work tasks completed within agreed timeframes

Efficient work practices as evidenced by

- Service Requests are responded to within 48 hours as evidenced by completion dates
- Service Request queries are responded to within 48 hours of being raised
- Resolution of complex queries within appropriate timeframes
- Invoices processed and verified in accordance with Finance priorities and deadlines

Quality Improvement

Identify opportunities for improvement as evidenced by

- Recommendations for improvements to systems and work practices, based on analysis of trends and changing business requirements
- Recommendations for staff training requirements based on regular formal supervision of staff members and staff Annual Performance Reviews
- Monitor client and Service Provider feedback for quality improvement opportunities and provide quarterly feedback to Senior Management
- Develop and maintain a broad awareness of sectorial changes and their impact, funding, and compliance issues as well as opportunities for further CST development and take action to respond to them
- Develop quality improvement benchmarks and plans and when approved implement them and evaluate outcomes

Reporting

Compliance evidenced by

- a) DEX errors are addressed in a timely manner as evidenced by reduction in number of errors with each report run
- b) Monitor and maintain the quality of Customer Service data and regularly provide management data and narrative reports associated with the function of the Customer Service team

People Management

Meeting responsibilities associated with people and teams as evidenced by

- Provision of professional supervision, coaching and mentoring as evidenced by staff supervision notes and staff Annual Performance Reviews
 - Foster positive, respectful relationships as evidenced by the absence of serious, validated complaints by staff and no aggrieved departures of quality staff
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6. Person specification

Qualifications

- Certificate IV in Administration, tertiary qualification in management and/ or relevant work experience essential

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Experience

Essential

- At least two years' experience in leading a professional, responsive and efficient team in a fast-paced environment
- Demonstrated experience in effectively responding to face-to-face and telephone enquiries from a diverse client and stakeholder base
- Confidence and experience in using a Client Management System and MS Office Power Point, Word and Excel
- Confidence and experience in either undertaking or leading verification of invoices against information provided within a Client Management System and relevant documentation
- Confidence and experience in leading rostering, developing and implementing efficient administrative work practices

Desirable

- Confidence and experience in reviewing and analyzing reports to identify errors and recommending or taking remedial action.
- Experience in reviewing and analyzing Data Exchange (DEX) reports to identify errors
- Experience in supervision, coaching and mentoring staff to develop capacity/ skills/ competencies and identifying training and developmental needs

Core selection criteria

Values alignment: ability to demonstrate and authentically promote Uniting's values.

- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

Knowledge

- Knowledge and understanding of how to identify data input errors / missing information and the ability to correct errors
- Ability to acquire a sound understanding and knowledge of programs and services delivered by Uniting
- Knowledge of community aged care related legislation and its impact on service delivery and practice
- Demonstrate an awareness of government legislative changes, including Aged Care Sector Reforms

Skills

- Excellent interpersonal and communication skills as evidenced by the ability to work with diverse clients, work colleagues and stakeholders to achieve desired organisational outcomes
- Demonstrated ability to establish respectful working relationships with clients with diverse backgrounds
- Excellent organisational and time management skills that demonstrate an attention to detail and a focus on achieving outcomes within specified timeframes and resources
- Demonstrated willingness and the capacity to mentor and coach team members
- Demonstrated ability to work effectively under pressure and deliver outcomes within required timeframes

Attributes

- Motivated, passionate, person centred and results-focused work style
- The ability to work both autonomously and as part of a team as appropriate
- Confident, focused and able to adhere to appropriate personal and professional boundaries
- The willingness and ability to respectfully raise concerns or issues with other team members or direct supervisor if required, in a timely manner and work constructively towards a positive resolution

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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to Victoria prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: