

Position description

Title	Team Lead - Telephone and Online
Reports to	Contact Centre Manager - Telephone and Online
Classification & Salary	SCHADS Level 6
Employment Status	Temporary Full Time
Primary Location	Work from home
Date	February 2022

Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

The Telephone & Online Team

This role will form a part of a broader team of skilled professionals working closely to deliver a holistic, multi-channel model of support across economic wellbeing, family violence and family services that is person centred and linked into community support services.

This National team will ensure that people who present with financial and personal disadvantage are supported and empowered to address immediate and longer term financial and personal risks and vulnerability.

As a Team Leader you will:

- Lead a team of Financial Capability Intake Officers responsible for receiving and triaging calls in a structured telephone and online environment; ensuring Officers take a client-directed approach that empowers and supports clients to tell their story, and refer clients to Good Shepherd services and partners as is appropriate to their circumstance.
- Engage, build and manage strong relationships with key internal and external stakeholders in a matrixed environment.
- Develop and operationalise processes for new programs with a continuous improvement lens
- Utilize strong analytical skills and sound judgement to solve problems of a complex nature where guidance from a leader is not readily accessible.
- Operate under limited direction from the Contact Centre Manager.
- Participate in the formation of strategies, plans and operations.
- Support the team and provide advice on complex matters or multi-dimensional issues and where there is ambiguity, apply sound judgement
- Negotiate on matters of significance within the organisation with other bodies and/or members of the public
- Monitor and make innovative recommendations on how to improve the client experience and implement changes as agreed with the Contact Centre Manager.
- Ensure team members deliver a supportive, friendly and empathetic service at all times, including when collecting information in the loan origination system.
- Step in and support clients where and as the need arises.
- Through coaching and ongoing development, support the team to:
- Lead a conversation through a trauma informed lens; ensure they have empathy for the challenges faced by people with varied lived experience; and they take a situational approach with each person.
- Be able to recognise personal risk factors that may indicate family violence, mental health distress or child abuse and neglect; prioritise, triage and refer to other sources of support and assistance in alignment with the client's goals.

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- Be culturally sensitive and aware and be able adapt their practice to accommodate the diverse needs, background and identify of each individual.
 - Always comply with GSANZ policy, procedure and code of conduct.

Key Responsibilities

- Provide leadership for the Financial Capability Intake team that includes:
 - Lead development of a high-performance team through demonstration of capabilities outlined in Good Shepherds capability framework and performance planning process
 - Ensuring all clients receive high quality, trauma informed intake and assessment support and referrals are appropriate to the client's situation (referral may be to internal or external services).
 - Ensuring client information taken during intake is entered into the relevant systems (including the loan origination system) and contained or shared appropriately.
 - Coaching and supporting the team to implement new ways of working and to quickly adopt new systems and processes that improve client outcomes.
 - Supporting the team through a formal supervision framework
 - Ensuring the wellbeing of the team through provision of appropriate support in their day to day roles
 - Provide formal and informal supervision, set goals and manage contributions of direct reports and contribute to the development of teams understanding, skills and capabilities.
 - Support the Contact Centre Manager with people leadership
 - Lead the performance of team across key metrics and workforce planning activities.
 - Build and sustain excellent relationships with leadership, colleagues, the team and all stakeholders.
 - Ensure the team maintains client files, case notes and data in accordance with Good Shepherd's standards.
 - Support the Program Manager to plan for peaks and troughs in workload and make decision to optimise the workforce and resources.
 - Comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities
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Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience, Mandatory Requirements and Competencies

- Experience leading a team of professionals in the delivery of client directed services, well developed consultation and collaboration skills and be able to work in complex work environments
- Experience in community service, financial counselling, financial capability or telephone & online based service delivery
- Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families
- Ability to communicate and demonstrate human rights, social and economic justice in practice
- Understanding of the Australian financial and credit system, including debt traps
- Demonstrated understanding of the community services system
- Skills in leading phone intake, assessment and triage
- A knowledge of referral options and the ability to make specialised referrals in response to identified client goals
- Demonstrated time management skills
- Capacity to enter relevant, accurate and timely data
- A satisfactory Police Check and a current Working with Children's Check (WWCC)

Competencies

- Calm in a busy environment, thinks clearly - can respectfully manage complex conversations
 - Can assess a client's situation and determine how to best support client immediate needs - is able to explore options and consequences and advocate/ negotiate on the client's behalf
 - Uses active listening to quickly assess a person's capability and needs, determine options and appropriate support
 - Can analyse and quickly assess risk and takes appropriate steps to mitigate and manage risk
 - Ensures inclusive, trauma informed, empathic, sound and supportive conversations that place the person's identity, needs and context at the centre, and, where appropriate, links the person with other services and agencies
 - Adaptable and resilient with a true passion and desire for contributing to people's wellbeing
 - Tailors messages to suit team members, and different internal and external stakeholders
 - Capacity to self-reflect and understand impact of own behaviour and words on others
 - Can assist people to complete complex documentation and forms if required
 - Able to plan for peaks and troughs in workload and make commercial decision to optimise workforce and resources.
 - Able to have effective money conversations to determine referral /advocacy options
 - Skills in maintaining accurate and timely notes, file management and other documentation
 - Can quickly learn and implement new ways of working and adopt new systems and processes
 - A willingness and capacity to adapt to changes in the workplace to ensure improved client outcomes
 - Always works with confidentiality, tactfulness and professionalism
 - Strong ethos of collaboration and teamwork; is curious, looking for opportunities to optimise programs and results
 - Strong computer Literacy skills
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Key Selection Criteria

- Must have demonstrated experience working in client centred model in community services, health, disability services or an area working with disadvantaged/vulnerable clients.
- Demonstrated experience in leading a team of people in a flexible workforce model or contact centre.
- Demonstrated understanding of a trauma informed approach and able to work with clients that are experiencing financial crisis, neglect, abuse, domestic violence, disability, and mental health.
- Demonstrated capacity to work flexibly and respectfully with a diverse range of people with complex needs, including people with cultural, gendered, social and economically diverse backgrounds, who experience health concerns or disabilities, carer's and people who have not previously accessed a community services system.
- Strong communication, negotiation and advocacy skills.
- Strong commitment to and capacity for teamwork, collaboration and networking
- Commitment to the use of supervision, client and colleague feedback and professional development to continually improve practice

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.