

Position description

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| Position title: | Team Leader Customer Service and Sales |
| Salary: | Dependent on skills and qualifications |
| Classification: | Grade 4 (HS4) |
| Award: | Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 -2022 |
| Hours: | 30.4 hours per fortnight |
| Position tenure: | Permanent part time |
| Employee benefits: | <ul style="list-style-type: none"> • Access to discounted private health insurance • Salary Packaging (including novated leasing) • Health and Wellness Guidance and Activities |
| Location: | Negotiable |
| Reports to: | State Manager Home Care Services |
| Program: | Home Care Services |

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

We are careful to hire and promote effective but empathetic individuals with great people skills, such as team leader and manager roles, to ensure our staff feel supported.

The life-changing impact you can have on so many people and the challenges you'll face in doing this well, will make you feel passionate about your job in ways that very few other roles can.

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of role

Reporting to the State Manager Home Care Services, the Team Leader Customer Service and Sales leads, develops and supports a team of Home Care Package Consultants and Customer Services and Sales officers (CSSO) who work together in the community and office locations to raise awareness and generate interest in our Commonwealth funded Home Care Packages (HCP) across the State and respond to inquiries from prospects with a view to converting them into LCHS clients.

The Team Leader works within the team, as a member, carrying out the same roles but with the additional 'leader' responsibilities. Client related key performance indicators are adjusted for the allocated Consultant or CSSO EFT.

The Team Leader Customer Service and Sales (TLCSS) works closely with the Manager and other Team Leaders to ensure that program outputs are delivered in accordance with the program's business plans, funding body agreements, accreditation and program standards and relevant legislation, policies and procedures. The TLCSS and Manager will also work closely with the Manager Marketing and communications to ensure the Home Care Packages Marketing plan is delivered.

The TLCSS will provide subject matter expertise to the Customer Service and Sales team. They will also be innovative, model a collaborative, consumer directed care approach and seek actively to engage prospective aged care services clients To advance our market share and strengthen our position within the Home Care sector in Victoria and beyond.

This role involves travelling to support staff across the state as well as working in an LCHS office.

Key objectives, duties and responsibilities

Operational

- Guide and support the team to ensure compliance with the aged care standards, and LCHS procedures and management direction.
- Oversee and provide line supervision and ongoing professional guidance and coaching to team members.
- Support the Manager to ensure program policies and procedures reflect operational reality and are reviewed regularly.
- Work closely with the Manager to monitor and achieve high quality performance outcomes.
- Support the team to maintain client information and any other administrative systems to meet data collection, reporting, confidentiality, security and integrity requirements.
- Work collaboratively with other Team Leaders to ensure service delivery and workflow expectations are met.
- Undertake the role of a Home Care Package Consultant or Customer Service and Sales Officer – see separate PDs.

Managing Staff

- Support the Manager to manage staff levels/allocation/rostering to ensure marketing and promotion priorities and client inquiries are dealt with effectively and efficiently.
- Provide supervision, coaching, support and constructive feedback to address individual and team capability gaps and grow potential.

- Assist in prioritising the work of others. Promote and model sharing of knowledge and information.
- Work with the management team to engender a culture of effective teamwork.
- Ensure new staff are effectively orientated and inducted to the organisation and the program.
- Drive the formal leadership, learning and coaching of team members.
- Contribute to the planning and coordination of professional development activities for program staff.
- Support all staff to work according to LCHS work health and safety policy and procedures.

Managing Reporting

- Support the Manager with the collection and collation of data and evaluate and report on the results and the effectiveness of sales activities.
- Prepare timely, reliable and succinct reports, data and analysis and participate in monitoring processes.

Managing Quality & Risk

- Deliver high quality customer services through staff that meet all relevant team performance and outcome indicators, relevant internal and external standards, are aligned to LCHS policies and procedures and result in excellent client outcomes.
- Contribute to the ongoing development of the team with respect to the delivery of excellent customer service and experience.
- Support the Manager to investigate, manage and respond to community and client feedback related to the HCP service, in accordance with LCHS policies and procedures.
- Apply the organisation's Risk Management Framework in regard to identifying, evaluating and minimising risk exposure for areas of responsibility.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. Demonstrated understanding of the Home Care Packages program, consumer directed care and the needs of people who are elderly and living at home.
2. Demonstrated experience in providing leadership and subject matter expertise to a team of staff in similar roles.
3. Well-developed coaching and supervision skills.
4. Demonstrated ability to engage, build and maintain strong relationships with key stakeholders.
5. Demonstrated commitment and ability to maintain an ethical, inclusive and non-judgemental attitude towards clients and staff.
6. Demonstrated focus on high quality customer service experience and outcomes.
7. Demonstrated proficiency in the use of databases, spreadsheets and preparing presentations in Microsoft Office Suites.

Job requirements:

Applicants must meet the following job requirements:

Mandatory

1. A minimum of 2 years Sales experience.
2. At least one year as a supervisor/team leader.
3. An Employee Working with Children Check will be required for this role (must be obtained prior to commencement).

Desirable

4. Cert IV in training and assessment or training and education background
5. Previous sales experience in health or aged care
6. Relevant qualifications in sales or customer service
7. Aged Care experience.

Organisation Requirements

1. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker C** and is exempt from immunisation status requirements.
2. MARAM TIER 4
3. Latrobe Community Health Service is a child-safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence.
4. Prior to appointment, a police record check will be undertaken. This will be updated every two years.
5. Prior to appointment, credentialing documentation must be completed and verified.
6. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
7. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.

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| Approved (Job title): | Executive Director Aged and Community Care |
| Date: | 15 April 2021 |

Incumbent statement

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: _____

Incumbent's Signature: _____

Date: / /