

# POSITION DESCRIPTION | Co-Production and Listening Lead

|  |                       |                                   |
|--|-----------------------|-----------------------------------|
| <b>WHAT WE'RE ALL ABOUT</b><br>Customer Service exists to deliver exceptional experiences for every customer, every day, and ensure wellbeing is at the heart of everything we do. Your role exists to provide exceptional person centred support to our customers, and enable them to achieve their identified goals and improve their wellbeing. | <b>Team</b>           | Service Excellence                |
|  | <b>Reports to</b>     | Service Excellence Manager        |
|  | <b>Award Coverage</b> | New Horizons Enterprise Agreement |
| <b>WHAT YOU DO AND WHY</b><br>The Co-Production and Listening Lead helps realise the vision of a world leading listening program for all people that interface with New Horizons.  |                       |                                   |

| WHAT'S EXPECTED OF YOU   | WHO YOU INTERACT WITH  |
|--|--|
| <ul style="list-style-type: none"> <li>Engaging New Horizons current and potential customers, their networks, stakeholders and our People)</li> <li>Communicating and presenting effectively to C-Suite and Senior Leadership on findings and actionable insights</li> <li>Ensuring the contractual obligations of Block funded services relating to Co-Production and Consumer Feedback are actioned</li> <li>Digesting, explaining and delivering actionable insights on feedback that comes through Outcomes Measures</li> <li>Digesting, explaining and delivering actionable insights on feedback that comes through operational measures such as customer notes, contact centre enquiries and complaints</li> <li>Ensuring the overarching Frameworks that we work within, e.g. Aged Care Standards, NDIA Quality and Safeguarding, headspace Model Integrity Framework (and others) are not only adhered to but exceeded</li> <li>Providing recommendations to the Chief Customer Service on Block Funded strategies for funding utilization and employee and customer experience enhancement.</li> <li>Develop and maintain mental health advocacy content for communications with key stakeholders including funding providers, New Horizons Leadership teams and customers</li> <li>Identifying and pursuing opportunities for joint advocacy and partnerships for greater impact where appropriate</li> <li>Ensuring a strong commitment is maintained to the customer "voice" that will facilitate an enhanced understanding of the programs objectives and help ensure they are being met</li> <li>Planning and prioritizing mental health research activities regularly to maintain a coherent and sustainable mental health and customer advocacy agenda</li> <li>Developing and maintaining relationships with key stakeholders including funding bodies customer/consumer groups and similar agencies - both in NSW and interstate.</li> <li>Exploring avenues to secure funding and increase the budget for Mental Health programs to enhance the customer experience.</li> <li>Supporting submissions for Mental Health tenders through research and utilizing information from customer/consumer groups</li> <li>Developing and implementing strategies to effectively publish, communicate and disseminate customer feedback findings.</li> <li>Presenting results of customer advocacy and mental health services research and ensuring in-house knowledge and expertise is maintained.</li> <li>Support mental health and block funded focused projects</li> <li>Adhere to and promote fair, ethical and professional work practices in accordance with New Horizons policies, procedures, work health and safety and other relevant standards and legislative requirements</li> <li>Fulfil other duties as directed by the Chief Customer Service Officer</li> </ul> | <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Customer Service Managers, Business Insights Team</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>Customer/Consumer groups and funding bodies</li> </ul> <p><b>YOUR TICKET TO PLAY</b></p> <ul style="list-style-type: none"> <li>Experience working in / developing / leading 'Voice of Customer' initiatives</li> <li>3 years' experience in the mental health and/or community sectors, desirable</li> <li>At least 3 years' experience in qualitative and quantitative research, coupled with relevant tertiary qualifications.</li> <li>Advanced qualitative and quantitative research skills.</li> <li>Excellent interpersonal skills to nurture partnerships.</li> <li>Excellent influencing skills</li> <li>Strong organisational and project management skills.</li> <li>Advanced analytical skills.</li> <li>Ability to manage competing priorities while remaining responsive to stakeholders</li> <li>Good communications skills - both written and verbal</li> </ul> |

# POSITION DESCRIPTION | Co-Production and Listening Lead

| WHAT MIGHT BE CHALLENGING   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Collating information from diverse sources into meaningful and actionable insights for New Horizons</li><li>• Managing a range of stakeholders and competing priorities</li></ul>   |  |
| MEASURES OF SUCCESS   |  |
| <ul style="list-style-type: none"><li>• Delivering ongoing reports with tight deadlines for projects including the Youth Aftercare Pilot and Youth Aftercare Pilot with information collated from co-production and Youth Reference Groups including Formal Co-production report dues</li><li>• All Customer Experience compliance pieces of work are delivered within timelines</li><li>• headspace Demand Management Co-production project completion</li></ul> | <ul style="list-style-type: none"><li>• Annual KPI's are set in line with Measures of success and other key aspects of the job description, business needs and capability framework.</li></ul> |

# POSITION DESCRIPTION | Co-Production and Listening Lead

## CAPABILITY SUMMARY

| Personal Drive       |   | Interpersonal Attributes                   |   | Performance & Results      |   | People Leadership             |     | Functional & Technical  |   |
|----------------------|---|--|---|----------------------------|---|-------------------------------|-----|---|---|
| Desire to learn      | P | Effective Communication                    | A | Driving Results            | P | People Development            | N/A | Attention to Detail   | P |
| Adaptability         | P | Commitment to Customer & People Excellence | P | Creative Mindset           | P | Inspiring Purpose & Direction | N/A | Knowledge & Application of Policies, Procedures and Processes   | A |
| Resilience & Courage | P | Collaboration                              | P | Planning & Prioritisation  | P | Optimising Business Outcomes  | N/A | Knowledge & Application of Emerging Trends and Leading Practice | A |
| Act with Integrity   | P | Influence and Negotiation                  | P | Problem Solving            | A | Managing Change & Reform      | P   | Business & Commercial Acumen                                    | P |
| Self-Management      | P |  |   | Demonstrate Accountability | P |                               |     |   |   |
| Value Diversity      | A |  |   |                            |   |                               |     |   |   |

F Foundational
 I Intermediate
 P Proficient
 A Advanced
 E Expert

## FOCUS CAPABILITIES

| Group and Capability                            | Behavioural Indicator   |
|---|---|
| <b>Personal Drive: Resilience &amp; Courage</b> | <ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>   |
| <b>Personal Drive: Value Diversity</b>          | <ul style="list-style-type: none"> <li>Encourage and include diverse perspectives in the development of policies and strategies</li> <li>Leverage diverse views and perspectives to develop new approaches to delivery of outcomes</li> <li>Build and monitor a workplace culture that values fair and inclusive practices and diversity principles</li> <li>Implement methods and systems to ensure that individuals can participate to their fullest ability</li> <li>Recognise the value of individual differences to support broader organisational strategies</li> </ul> |

| Group and Capability                                     | Behavioural Indicator  |
|--|--|
| <b>Interpersonal Attributes: Effective Communication</b> | <ul style="list-style-type: none"> <li>Present with credibility, engage varied audiences and test levels of understanding</li> <li>Translate technical and complex information concisely for diverse audiences</li> <li>Create opportunities for others to contribute to discussion and debate</li> <li>Actively listen and encourage others to contribute inputs</li> <li>Adjust style and approach to optimise outcomes</li> <li>Write fluently and persuasively in a range of styles and formats</li> </ul> |
| <b>Interpersonal Attributes: Collaboration</b>           | <ul style="list-style-type: none"> <li>Encourage a culture of recognising the value of collaboration</li> <li>Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>Share lessons learned across teams/units</li> <li>Identify opportunities to work collaboratively with other teams/ units to solve issues and develop better processes and approaches to work</li> </ul>  |

## POSITION DESCRIPTION | Co-Production and Listening Lead

| Group and Capability                       |   | Behavioural Indicator  |
|--|---|--|
| Performance & Results:<br>Creative Mindset | P | <ul style="list-style-type: none"> <li>Generate new and innovative solutions to business issues or problems by adjusting existing practices</li> <li>Draw on options and solutions from across New Horizons, not just from own function, to solve problems</li> <li>Substantially improve or modify work processes through the early adoption of innovative or non-traditional approaches</li> <li>Actively seek opportunities to try out new experiences and/or approaches</li> </ul>   |
|  | A | <ul style="list-style-type: none"> <li>Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</li> <li>Work through issues, weigh up alternatives and identify the most effective solutions</li> <li>Take account of the wider business context when considering options to resolve issues</li> <li>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</li> <li>Implement systems and processes that underpin high quality research and analysis</li> </ul> |

| Group and Capability                           |   | Behavioural Indicator   |
|--|---|---|
| People Leadership:<br>Managing Change & Reform | P | <ul style="list-style-type: none"> <li>Actively promote change processes to staff and participate in the communication of change initiatives across the organisation\</li> <li>Provide guidance, coaching and direction to others managing uncertainty and change</li> <li>Engage staff in change processes and provide clear guidance, coaching and support</li> <li>Identify cultural barriers to change and implement strategies to address these</li> </ul> |
|  |   |   |

| Group and Capability   |   | Behavioural Indicator  |
|--|---|--|
| Functional and Technical:<br>Knowledge & Application of Policies, Procedures and Processes | A | <ul style="list-style-type: none"> <li>Provides expertise to colleagues within or outside of the function in technical subject area</li> <li>Identifies and implements improvements to processes and procedures, understanding the impact of the change and communicating it effectively</li> <li>Keeps abreast of regulation changes and understands the impact of changes on internal processes / procedures</li> <li>Identifies and resolves problems or issues to internal processes / procedures</li> <li>Promotes the use of new technology and systems in the workplace to support key decision makers, customers and stakeholders</li> </ul> |
|  | P | <ul style="list-style-type: none"> <li>Apply knowledge of not-for-profit sector priorities, dynamics and New Horizons operational structures to make business decisions</li> <li>Continually acquire information from diverse sources about New Horizons customers and stakeholders and how services and products can meet their needs in order to grow the business</li> <li>Apply sound commercial principles in decision making</li> </ul>  |

| Group and Capability   |  | Behavioural Indicator                                 |
|------------------------|--|---|
| People Leadership: N/A |  | <ul style="list-style-type: none"> <li>N/A</li> </ul> |
|                        |  |   |