



Position Description

Position Title: Customer Service & Volunteers Team Leader
Team: Executive Services/Customer Service
Reporting Line: Accountable to: Executive Services Manager
Responsible for the following positions: Customer Service Team

Conditions

Award: Health, Community Services and Ambulance- Management & Administrative Staff (Public Sector) – Victoria

Certified Agreement: HSUA – Health & Allied Services, Administrative Officers - Victorian Public Sector - Multi Employer Certified Agreement 2009-2011

Classification/Salary Range

Grade 2 - 3 (\$52 - \$58K) - Negotiable depending on skills and experience
Superannuation is additional and salary packaging is available

Time Fraction

Part Time (5 days a week 9.00 – 3.00pm)

Employment Mode

12 Months Fixed Term (Maternity Leave)

Delegations

Refer to Delegations Policy

This position description is approved by:

Chief Executive Officer Signature

Date

Employee - I have read, understood and accept the following position description:

Employee's Name (please print)

Employee's Signature

Date

Organisational Context

Ballarat Community Health (BCH) aims to ensure that the people of the local communities achieve the best possible health and well-being, by creating opportunities and supportive environments which empowers them to develop healthy lifestyles and prevent and manage illnesses. We strive for this through excellence in service delivery, leadership and responsiveness to the community.

Position Summary

The role of the Customer Service & Volunteers Team Leader will be to support the staff at Ballarat Community Health (BCH) by managing and supervising the customer service team, coordinating the completion of administrative tasks, assisting with reception when required and providing excellent customer service to clients, Team Leaders and staff.

Qualifications

Certificate or Diploma in Business Administration or equivalent experience

Key Tasks and Responsibilities

Service Delivery

- Undertake photocopying, mail out (mail merge) or email distribution of information relevant for clients, staff, network partners or agencies
- Assist with the preparation of BCH programs and activities through developing and distributing brochures, advertisements and displays, letters, surveys and other relevant correspondence
- Assist Governance & Risk Coordinator to update documentation and prepare for annual audits
- Work cooperatively across all organisational teams to manage the flow of administrative requests
- Coordinate the delegation of work between customer service staff to provide efficient and effective administrative assistance
- Assist other Team Leaders when required with seeking further funding opportunities and preparing associated correspondence
- Communicate funding advice and follow up with schools and agencies
- Assist staff with preparing and PowerPoint presentations for internal and external group sessions
- Assist Team Leaders with additional project work requirements as they arise
- Ensure that staff of BCH maintain the highest levels of customer service to all internal and external clients
- Ensure standard work procedure documents and pro-formas are developed, maintained and adhered to
- Assist the CEO's PA with managing, updating and maintaining the BCH website, ensuring that relevant and appropriate information is communicated at all times
- Assist the CEO's PA with reviewing and proofing text in Staff, Client and Board newsletters prior to distribution
- Complete and distribute the Members Newsletter quarterly
- Liaise with the Health Management Team Leader in regards to Intake and waiting list management
- Liaise with the SFYS Coordinator with regard to SFYS administration and assist when required
- Liaise with the Healthy Lifestyle Team Leader with regard to the administration requirements of the Work HealthCheck program
- Assist with TCM administration including setting up new staff on the data base and issues management
- Assist and Manage the Volunteer coordinator and the management of the volunteer program

Human Resource Management

- Manage and coordinate the customer service team to ensure that all sites receive optimum reception and administration support at all times
- Ensure that staff of BCH maintain the highest levels of customer service to all internal and external clients
- Coordinate the delegation of work between customer service staff to provide efficient and effective administrative assistance
- Convene regular customer service team meetings
- Implement and maintain effective and open communication channels (both formal and informal) across the customer service team to ensure appropriate and consistent sharing of information

- Provide regular supervision and direction to each team member; ensuring that each team member is continuously developing their skill base
- Perform annual Performance Development Reviews for all team members
- Work together with the HR Department on department recruitment and retention
- Where necessary, perform disciplinary or grievance processes, in consultation with the HR Coordinator
- Ensure staff are working in safe environments that comply with OH&S requirements and organisational policies and procedures
- Coordinate and develop staff training plans for the team
- Manage each team member's performance and work load regularly
- Coordinate, monitor and approve all team leave applications, time sheets and Time in Lieu.
- Manage each team member's performance and work load regularly
- Ensure staff (and where necessary contractors and volunteers) are working in a safe environment that complies with OH&S requirements
- Respond promptly to any injury, incident or near miss by accurately completing relevant documentation and follow up with the Executive Services Manager
- Ensure accurate and confidential personnel records are kept,
- Assist with the maintenance of a culture of effective team work, communication and consistently high quality service provision
- Foster a culture of respect for individuals and collaboration across all BCH teams
- Value individual differences and diversity and ensure that teams engage in knowledge transfer

Financial and Administrative

- Relief reception as required (including participation in the NSE Program)
- Coordinate, monitor & authorise team purchases in line with budgets and the Delegations Policy
- Develop and monitor department budget when required (in liaison with the Financial Services Manager and Executive Services Manager) in alignment with the strategic and financial plan
- Work collaboratively with the Client Services Manager to prepare submissions for funding as appropriate

Reporting

- Assist PA to CEO with maintaining accurate data for BCH reports
- Assist staff when required with preparing quarterly reports
- Support staff to achieve targets for the CST department and strategic/team plans
- Provide written reports to the CEO and Executive Services Manager as required, including contributions for annual and quality of care reports, member newsletters and reports for The Board

Compliance

- Assist clinical staff with adhering to clinical governance guidelines and procedures where necessary

Health Promotion

- Participate in, develop and deliver health promotion activities in line with the Health Promotion Plan as required
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service

Professional Development

- Attend professional development sessions and keep up to date with current developments, theories and practises in the field

Confidentiality

- Ensure that client and staff confidentiality is respected and upheld

Computer - Use of the following packages

- Adobe Contribute
- Gemba (in house training provided)
- Limesurvey
- Microsoft Office – Word, Excel, Outlook, Publisher, Access, Web based, Adobe
- NSPISAR
- Switch & Receipting
- The Care Manager (TCM) (in house training provided)

- QIPPS (in house training provided)
- VHIMS (in house training provided)
- Zeacom

General

- Attend meetings as required
- Other duties as directed
- Represent and promote Ballarat Community Health appropriately
- Participate in performance development plans and supervision
- Establish and maintain a cooperative working relationship with staff
- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures

CQI & Risk Management

- Participate in the organisations continuous quality improvement programs and activities
- Assist with the identification and analysis of risks within your department and the organisation
- Be and active member of the Continuous Quality Improvement Team.

Occupational Health & Safety

- Recognise your responsibility and ensure the health, safety and well-being of yourself, colleagues and clients
- Report near misses and incidents promptly
- Participate in occupational health and safety activities
- Observe any lawful instructions regarding health and safety
- Ability to use a computer within the context of appropriate OH&S regulations
- Ability to drive a motor vehicle if required
- Ability to lift/move training equipment if required

Personal Attributes

- Open, approachable and a hands on team leading style
- Effective oral and written communication skills
- Commitment to excellence and professional development
- Ability to use initiative to solve problems
- Flexible approach to work duties
- Professional attitude and presentation

Key Selection Criteria

Qualifications & Experience

1. Certificate or Diploma of Business Administration will be well regarded
2. A minimum of 5 years administrative experience is essential
3. Previous experience as a supervisor/manager is desired
4. Advanced knowledge of Microsoft Office and windows based programs
5. Previous experience developing complex documents and correspondence
6. Current Drivers License

Skills & Attributes

1. Well developed people management, leadership and communication skills, including the capacity to successfully manage difficult situations
2. Energetic and flexible leadership style and the ability to successfully manage change
3. Capacity to effectively delegate and manage staff workloads, team and conflicting role based priorities
4. Efficiency and aptitude for accurate data processing and task completion
5. Proven ability to use initiative to solve problems and maintain professionalism at all times
6. Previous experience with and a passion for inter-departmental collaboration and effective teamwork

The successful applicant must obtain a National police records check, satisfactory to the employer and obtain and maintain a valid employment Working with Children Check whilst

employed in this position.