

POSITION DESCRIPTION

Title: Team Leader	Reports to: Service Manager
Department/Division: Community	Date: December 2023
Location: Perth	Approved: December 2023
1. Position Purpose	
The purpose of this role is to: <ul style="list-style-type: none"> • Managing end to end customer experience, ensuring quality services are provided to customers and their families • Deliver services to meet customer goals and outcomes • Supervise and coach the team of support workers to ensure excellence in service delivery and wellbeing of both the team and the customers they support • Manage service delivery in line with the Community business plan 	
2. Dimensions and Working Relationships	
Supervisors title	Service Manager
Other positions reporting to this supervisor	Support Workers Lead Support Workers
Working Relationships	Internal Customers – other Team Leaders, cross divisional staff, leaders and managers, Rostering, HR, Quality & Governance, Property & Fleet, Finance, Customer Engagement External Customers – Families, Support Networks, Support Coordinators, NDIS Planners, other disability service providers
Scope	Direct reports – Service Manager Indirect reports – Nil Size of business - \$10m+
3. Major Accountability Areas	
Key Result Areas	Key Activities
Job Specific	<ul style="list-style-type: none"> • Ensure customer and team information is entered and updated regularly, ensuring integrity, currency and privacy of data • Understand policies and follow processes and make recommendations for improvements and efficiencies
Finance	<ul style="list-style-type: none"> • Assist the Service Manager with customer intake process for new and renewing customers • Engage with the customers regarding their funding and monitoring of their NDIS plan utilisation • Monitor and manage costs of customer transport • Monitor, report and minimise customer service cancellations with the Service Manager • Monitor and manage team leave liability and travel claims • Assist the Service Manager with expenditure and revenue to ensure their programs and services remain viable
Customer Service	<ul style="list-style-type: none"> • Work with customers, their families/guardians, Rocky Bay support services and other stakeholders to enable customers to experience easy to navigate, contemporary services • Work with the customers and their support networks to navigate the NDIS and associated processes, with emphasis on holistic solutions and collaborations with other teams and services across Rocky Bay • Be primary contact for customer relationships, feedback, communication and issue resolution • Create customer plans and coordinate supports, including arranging and

	<p>amending service delivery as required</p> <ul style="list-style-type: none"> • Meet customer needs to ensure the services delivered are focused on achieving customers' goals and objectives • Undertake review of customer plans at intervals determined by the Management or NDIS planning cycles
Leadership and Management	<ul style="list-style-type: none"> • Lead, manage and support direct reports including coaching, mentoring and development • Ensure direct reports have necessary skills and training and are matched to customer needs • Embed safe working practices and ensure the team has access to necessary tools and equipment • Plan and manage leave, ensuring minimal disruption to customer services • Plan, coordinate and monitor team's work attendance and contracted hours (overtime and under hours), ensuring the use of agency workers and service cancellations are minimal • Work collaboratively with the Rostering Team to ensure both employees and customers are consulted on any service/roster changes • Participate in recruitment of support workers and coordinate the on-boarding process • Lead and develop the team to build a workplace culture of teamwork, support, and customer service innovation
Governance Reporting and Sustainability	<ul style="list-style-type: none"> • Maintain knowledge of NDIS, sector information, contemporary disability services and the quality standards, particularly on safeguarding and restrictive practice • Ensure compliance with the NDIS quality standards and Rocky Bay policies and procedures • Ensure customer information, including their plans, are updated and maintained, protecting the privacy and confidentiality of the customer information held by the team • Participate in investigation of complaints, incidents and accidents as required • Prepare reports as requested by Management • Ensure compliance with all relevant legislation and regulations to minimise risk and enhance Rocky Bay's reputation
WHS	<ul style="list-style-type: none"> • Lead and model Rocky Bay safety practices and develop and encourage a safety-aware, accountable culture across the organisation, aligned to the Rocky Bay values • Demonstrate awareness of WHS responsibilities, modelling and complying with the WHS legislation and Rocky Bay WHS Management System, policies, operating procedures and instructions • Ensure adequate resourcing to implement, maintain, comply and continuously improve • Reinforce transparency of safety reporting, ensuring all risks, hazards, incidents, near misses & accidents are reported & resolved, reducing hazards across the organisation
4. Decision Making Authority	
<ul style="list-style-type: none"> • As per the Delegation of Authority Policy • Manage and operate within Board approved budget 	
5. Position Demands	
<ul style="list-style-type: none"> • Demonstrated ability to manage the delivery of quality services to customers and exceed quality services expectations • Strong organisational skills, with the ability to effectively manage workload and meet deadlines 	

- Ability to take initiative, think broadly and holistically
- Demonstrated experience in supporting, leading and motivating high performing teams to achieve positive outcomes for customers, while ensuring their and own engagement and wellbeing
- Experience in managing teams, creating rosters and monitoring time and attendance
- Experience in identifying opportunities for an implementing quality improvements within services
- Strong computer literacy including practical skills in Microsoft Excel, Word, Outlook.
- Ability to display sensitivity, empathy, discretion and diplomacy
- Ability to communicate effectively verbally and in writing and confident with presentation skills
- Experience with complaints management
- Personal values and attitude aligned to Rocky Bay's vision and purpose

6. Skills and Personal Attributes

- Direct experience of managing customer support service programs gained working in a similar role in the disability, aged care or community sector
- Qualifications or certification relating to the role or equivalent experience
- Knowledge of the NDIS is highly desirable
- Experience managing geographically dispersed teams
- Demonstrable experience with Microsoft Excel, Word and Outlook
- Exposure to working with a CMS is highly advantageous.

7. Role Requirements

- Relevant tertiary qualifications (preferably a business-related discipline)
- Current National Police certificate
- Current driving licence
- NDIS Worker Check and Orientation
- COVID and Flu Vaccination Immunisation Certificate

8. Agility Statement

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the position will be expected to carry out other duties.