POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader – COVID Community Connection Program	Department	Emergency Services – VIC
Location	Flexible	Direct/Indirect Reports	Up to 15 Volunteers, 1-2 staff
Reports to	Call Center Coordinator - CASI	Date Revised	Jun 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade		Job Evaluation No:	

• Position Summary

Situated in the Emergency Services team in Victoria, the Team Leader – COVID Community Connection Program will be responsible for the ongoing support of people and processes in the successful delivery of the COVID-19 Community Activation and Social Isolation Initiative (CASI) for Red Cross in Victoria. This initiative is providing a vital humanitarian response through a virtual call centre to support the emotional and social needs of vulnerable Victorians as a result of the COVID-19 Pandemic.

This role is responsible for ensuring the operational and workforce capability of PFA workforce is managed and training, coaching and support is provided to our volunteers and staff on the phone.

This role will be required to support the State Lead with a range of reporting and insights requirements for external funders and stakeholders.

• Position Responsibilities

Key Responsibilities

- Coordinate the ongoing operations of Community Connection programs including recruitment and managing of call centre workforce
- Oversee the upskilling of the project volunteer workforce in handling calls from the public
- In collaboration with the Call center Coordinator design and develop call centre workflow processes and procedures
- Ensure the quality controls around privacy obligation and treatment of confidential customer information and data are met
- Provide support, guidance and decision making for client and workforce escalation processes ensuring timelines and excellent customer service is provided to clients
- Ensure adequate resources and planning to meet fluctuating volumes of work
- Provide day-to-day operational support to call centre workforce including working from home provisions
- Participate in project team stands ups, project and workforce planning activities and continuous improvement processes
- Develop and manage internal relationships to support successful project delivery
- Support the State Lead with reporting and budget updates to key internal and external stakeholders and funders
- Using data & insights, assist in the forecasting of workloads and develop and implement service and process improvement frameworks.

Position description

Template authorised by: Janice Murphy, National Recruitment Manager
Date: December 2017

www.redcross.org.au
page 1 of 3

CRISIS CARE COMMITMENT

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in coordinating the support and management of contact centre teams
- Demonstrated experience in working with an offsite workforce
- Experience in upskilling diverse and dynamic workforce teams call handling capability
- Demonstrated ability to take initiative, self-organise, as well as coordinating the capabilities and workflows of a team of both staff and volunteers
- Demonstrated ability to forecast training and workforce systems needs
- Demonstrated experience in creating customer-focused teams and culture, dedicated to providing positive customer experiences for vulnerable community members
- Exceptional problem-solving skills that work towards a culture of continuous improvement
- Demonstrated ability to build and maintain internal and external relationships at all levels
- Ability to work in an agile project environment
- Demonstrated cultural competence.

Qualifications/Licenses

- Qualifications or equivalent experience in contact centre management
- A Working with Children and police check is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating |** Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Organisational effectiveness | Focussing on clients |** Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters