

Position Description

Title	Team Leader, Client Liaison Administration
Business unit	AOD, Mental Health & Carer Services
Location	160 Whitehorse Road, Blackburn
Employment type	Full-time Ongoing
Reports to	Manager, Service Coordination and Administration

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The role of the Team Leader is to work with the Manager, Service Coordination with a focus on the daily operations of teams including service system enhancements, staff management and service provision operations.

The role of the Team Leader Client Liaison Administration is responsible for the oversight of the development, delivery, performance and quality of support provided by the Client Liaison Administration team. The position has an operational focus and is expected to contribute to the development of strategic initiatives and plans. The role provides leadership to the team and is responsible for contributing to the delivery and development of support to teams and programs as required, and by performing a wide range of administrative and customer service tasks. This includes coordinating the liaison between clients, program teams and vendors, by answering incoming phone calls and queries relating to client services, actioning of all Assessment & Planning Officer, client directed, or service provider requested changes to service delivery times, dates/days and support worker changes, and undertaking other administration processes and functions.

It is an expectation that the incumbent will be confident to work and communicate effectively with all stakeholders and foster excellent working relationships at the site where they are located.

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2. Scope

Budget: nil

People: Client Liaison Administrators (CLA) x 3

3. Relationships

Internal

- Managers
- Team Leaders
- Carer Gateway team members (in addition to the wider Carer Services division)
- Finance and Accounts Payable team
- Other Uniting employees and program areas as required

External

- Consumers
 - Vendors & Suppliers
 - Consortia lead agency, other providers and partners
 - Commonwealth, State and Local Government departments as required
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4. Key responsibility areas

People and teams

- Oversee performance of direct reports and provide regular informal feedback and formal feedback (both positive and constructive) during Supervision, six-monthly and annual performance reviews.
- Mentor, support and empower direct reports to continuously grow and develop their skills in accordance with Uniting values, goals and capability framework.
- Oversee and approve recruitment recommendations for the relevant programs to ensure suitability and cultural fit
- Cultivate a supportive and respectful team culture that empowers the Client Liaison Administration team to respond to team and consumer needs
- Work positively and professionally with Uniting colleagues
- Provide exceptional customer service to all stakeholders, continuous quality improvement and peer support and development.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships

Leadership & professional practice

- Participate in operational planning and localised team, program and service planning in accordance with Strategic Plan and business operational objectives.
- Implement and document innovations that have been developed to improve service delivery using methodologies that enable efficient service delivery
- Ensure that regular, appropriate supervision is provided which ensures that service delivery reflects contemporary practice
- Monitor incoming volume of tasks, phone calls and emails to ensure response within expected time frames and equal distribution of work load within the CLA team
- Allocation of tasks to the CLA team to arrange services and generate purchase orders in the CMS

Service delivery & Administration

- Oversight of the CLA team to be the first point of contact for clients and vendors actioning incoming calls of approximately 1,500 calls per month and transferring calls to Assessment and Planning Officers where required

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- Oversight of the CLA team in scheduling appointments for brokerage service delivery, with a brokerage budget of approximately \$3 million annually
- Oversight of coordination of changes to existing client schedules for approximately 300 active Carer Gateway clients
- Designated DC2Vue Super User assisting Client Liaison Administrators
- Escalate complex calls to Assessment and Planning Officers and Carer Gateway Team Leaders as needed
- Develop and maintain work instructions in a Service Coordination Manual, in conjunction with the Team Leader Client Liaison Administration and the Manager, Service Coordination
- Support Assessment and Planning Officers with administrative tasks as directed by the Manager, Service Coordination and Carer Gateway Team Leaders and Manager
- Other duties as directed by Service Coordinator and Carer Gateway Team Leaders and Manager

Finance

- Resolve queries on behalf of the CLA team to ensure Purchase Orders are completed correctly for matching after service delivery to allow invoices to be processed in a timely manner
- Identify systemic issues with ongoing mismatch of purchase orders to invoices
- Work with Managers and Team Leaders to ensure all work is completed within the required timelines.
- Work with Team Leaders and Program Manager to improve the quality of data entered into the CMS
- Escalate to Team Leaders or Program Manager any issues with services on client schedules that may be ongoing or incorrectly entered
- Assist with preparing Team meeting agendas and minutes when required.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks
- Service Delivery incident reporting and resolution for Carer Gateway consumers, including reporting on Riskman.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Experience

- Demonstrated experience in an administrative or customer service role (essential)
- Demonstrated experience in leading teams (essential)
- Experience in providing highly effective administrative support in a busy environment
- Experience in a human services organisation is desirable
- Computer skills should include web-based software and Microsoft Office applications including Word, Excel, PowerPoint and Smartsheet
- Experience using client data bases and business management programs, or ability to adapt to new systems. i.e., Procura, DC2Vue, Microsoft Dynamics 365, Coupa

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child Safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Interpersonal skills:** respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Leadership:** ability to encourage and inspire others to work for a common interest, and to clearly communicate what has to be achieved, to what standards, and who is accountable for delivery, proven by experience in team and people management
- **Consumer Centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: