

Position description

Title	Contact Centre Manager
Reports to	Head Telephone & Online
Classification & Salary	Common Law Contract (plus super and salary packaging)
Employment Status	Full Time, Ongoing
Primary Location	Working from Home
Date	June 2021

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

The Telephone & Online team

This role will form a part of a broader team of skilled professionals working closely to deliver a holistic, multi-channel model of support across economic wellbeing, family violence and family services that is person centred and linked into community support services.

This National team will ensure that people who present with financial and/or personal disadvantage are supported and empowered to address immediate and longer term financial and/or personal risks and vulnerability.

As a Good Shepherd Contact Centre Manager you will:

- Lead and manage a client centred, high performance culture with a quality and cost-effective operation to meet client, employee and funder objectives.
 - Seek multiple ways to connect T&O people to our mission and values, holding team accountable for high performance against agreed targets.
 - Lead and develop the capabilities of others through effective coaching, mentoring, professional development and performance management.
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- Demonstrate mutual trust and teamwork, owning decisions and accountabilities appropriately.
 - Advocate for the clients we serve; and with the wider service delivery teams, provide insights in the design of products, programs and service offerings that continue to deliver on client centred propositions.
 - Track performance metrics, learn and quickly adjust to change and communication impacts.
 - Advance and align strategic goals by being an active member of a strong cross-functional service deliver leadership team.
 - Build safe environments remotely where people can perform at their best and achieve bold goals.
 - Support teams to deepen their understanding of trauma and challenges faced by clients with varied lived experience to be able to lead a conversation through a trauma informed lens; take a situational approach and support the person to have agency and choice over their life.
 - Have a strong belief that all people can achieve outcomes, have value and contribute to their community.
 - Be culturally sensitive and aware and lead a program which provides inclusive practice that acknowledges the diverse needs, background and identify of each individual.
 - Promotes and embraces diversity and uniqueness; encouraging people to bring their authentic self to the workplace.
 - Comply with GSANZ policy, procedure and code of conduct at all times.
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Key Responsibilities

- Provide operational leadership for the contact centre delivery model for Good Shepherd ANZ. In summary this includes:
 - Leading a multi-faceted client centred team to deliver an end-to-end service to clients via the contact centre
 - Ensuring that the operating model adheres to best practice delivery of services
 - Meeting service level agreement for all funded programs
 - Minimising risk across programs
 - Adherence to standards required by GSANZ in the practice framework, and the regulatory environment
 - Ensuring that the service is designed around the client experience & worker experience
 - At all times, employees are supported through a formal supervision framework
 - Overseeing data collection and analysis, provide reports to relevant leadership and stakeholder groups in line with agreements in place.
 - Lead development of a high-performance team through demonstration of capabilities outlined in Good Shepherds leadership capability framework
 - Manage all aspects of the program and advise Head of Telephone & Online on client engagement status, performance against agreed strategies and emerging issues to support strategic decision processes and major or critical issues response
 - Ensuring the wellbeing of all staff and contractors, and providing them with appropriate support in their day to day roles
 - Ensure high performance of program. Anticipate issues in delivery and take corrective action to ensure objective and program goals are met. Manage risks appropriately
 - Provision of formal and informal supervision, set goals and manage contributions of direct reports and contribute to the development of teams understanding, skills and capabilities
 - Undertake people leadership and workforce planning activities such as performance management and recruitment
 - Build and sustain excellent relationships with leadership, colleagues, the team and all stakeholders
 - Ensure high quality, trauma informed case work in consultation with key stakeholders and support clients to make informed choices that enable self-determination and wellbeing.
 - Ensure team maintains client files, case notes and data in accordance with Good Shepherd's standards
 - Ensure delivery of service to clients through effective resource and financial management
 - Support plans for peaks and troughs in workload and make commercial decision to optimise workforce and resources.
 - Ensure wellbeing of team, and provide them with appropriate support to ensure efficient and effective delivery of service to clients
 - Propose strategic adjustments to the Leadership team to ensure the program better suits the needs of the communities being served comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities
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Responsibilities of Good Shepherd Employees

Strategy

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
 - Maintain agreed quality standards
 - Maintain OH&S standards at all times
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Qualifications, Experience and Mandatory Requirements

- Proven record of achievement leading contact centres (minimum 5 years' experience)
- Appropriate tertiary qualifications in Social Work, Health Services, Business or a related discipline is desirable
- Experience working with clients that are affected by issues including financial crisis, neglect, abuse, family and domestic violence, disability, and mental health.
- Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families.
- Demonstrated understanding of social justice principles and community capacity building, and an ability to contribute to the mission and spirit of the agency.
- Experience leading and managing a large and multi-site team
- Relevant experience with a focus on best practice service delivery and modern client and community engagement
- Demonstrated experience in monitoring and reporting program performance to targets, program outcomes and risks.
- Detailed knowledge of statutory requirements; policy, programs, procedures and practices of the organisation and external bodies
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

Competencies

- Calm in a busy environment, thinks clearly - can manage a large and complex teams
 - Can assess a client's situation and determine how to best support client immediate needs - is able to explore options and consequences and advocate/ negotiate on the client's behalf
 - Can analyse and think deeply to assess risk and takes appropriate steps to mitigate and manage risk
 - Inclusive, trauma informed, empathic, sound and supportive conversations that place the client's identity, needs and context at the centre, and, where appropriate, link the client with other services and agencies
 - Be able to plan for peaks and troughs in workload and make commercial decision to optimise workforce and resources.
 - Tailors messages to suit different internal and external stakeholders
 - Credibly represents the organisation externally
 - Consistently invests in and nurtures relationships
 - Understands people and adapts their style accordingly
 - Spots the gaps in programs and creates better outcomes
 - Uses data to assist their decision making
 - Is curious, looking for opportunities to optimise programs and results
 - Computer Literacy skills
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Key Selection Criteria

1. Minimum 5 years' experience managing and leading in a contact centre environment
2. Strong leadership skills, including the ability to mentor and develop teams.
3. Bachelor degree in psychology, social work, business or related field (desirable)
4. Must be experienced in leading and managing medium to large sized complex operating models. Having experience leading a team of people in a flexible workforce model or contact centre would be an advantage.
5. Proven ability to initiate and manage change across a large complex organisation.
6. Demonstrated understanding of a trauma informed approach and able to work with clients that are experiencing financial crisis, neglect, abuse, domestic violence, disability, and mental health.
7. Demonstrated capacity to work flexibly and respectfully with a diverse range of people with complex needs, including people with cultural, gendered, social and economically diverse backgrounds, who experience health concerns or disabilities, carer's and people who have not previously accessed a community services system.
8. Strong communication, negotiation and advocacy skills.
9. Strong commitment to and capacity for teamwork, collaboration and networking
Commitment to the use of supervision, client and colleague feedback and professional development to continually improve practice

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.