



Lifestyle
Solutions

Customer Service Delivery Team Member

Our Purpose

Providing all people with equal recognition, equal treatment and equal opportunity.

Our Values

Own It - How we get the job done

Respect Lives Here - How we treat other people

Keep Calm & Be Happy - How we interact with other people

Make It Matter - How we make a difference to other people

Our values drive our day-to-day behaviour – across our many group homes and all the locations in which we operate. They are the common threads that drive who we are, what we stand for and believe in, and how we care for, service, and support our customers.

We believe all people are equal.

We believe that everyone in society should be provided equal opportunity and equal respect.

Our Promise

We promise reliable, responsive, flexible, friendly, empathetic and caring service.

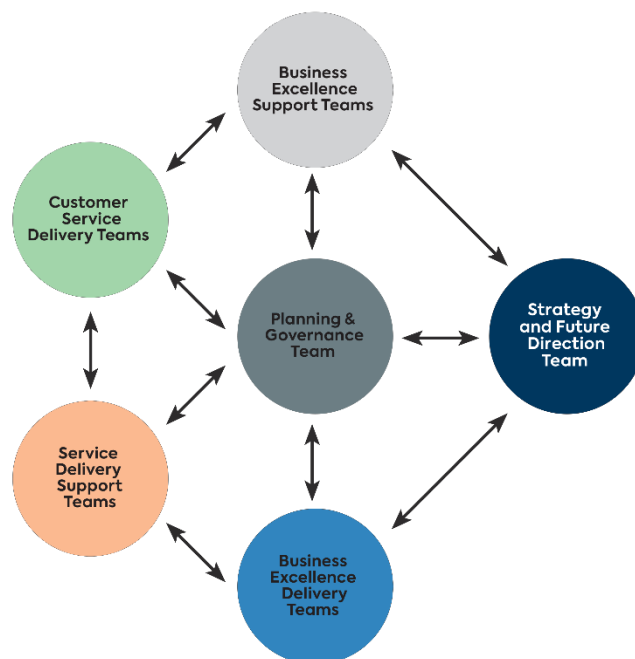


Position: Customer Service Delivery Team Member

Objective: The Customer Service Delivery Team are responsible for delivering great customer experiences (reliable, responsive, flexible, friendly, empathetic and caring service) to the people Lifestyle Solutions supports, our customers. This includes ensuring customers are achieving what they want out of life, in a safe, compliant and person-centered way.

Reporting relationship:

Customer Service Delivery Teams have a set of goals they are responsible for. There are mutual accountabilities (i.e. two way) between the various Teams in the Better Services structure. The organisational chart below provides an indicative picture of the mutual accountabilities between teams.



Key functions

Responsibility for Coordination & Control

Customer Service Delivery Teams are responsible for coordinating and controlling their own work. This means:

1. They negotiate and agree their own team goals with the Planning & Governance Teams.
2. They are responsible for regularly monitoring Team goals, reporting progress, identifying and implementing corrective actions and achieving of the Team goals.
3. Teams ensure that they each have the skills they need to perform their functions/roles and achieve their Team goals. The Teams are responsible for maintaining their skills and knowledge and sourcing training as required and within budget.
4. Each Customer Service Delivery Team establishes and maintains a documented plan for how it is allocating tasks inside the Team using the workplan template.
5. They must ensure that each function can be adequately covered, including back-up coverage and, where necessary, maintaining continuity of contact with other parts of LS

and external parties within budget, regulatory and compliance parameters.

6. The Team engages directly with the Planning & Governance Team, Service Delivery Support Team(s) and other organisational-wide teams as required to comply with organisational protocols and perform Customer Service Delivery Team functions.

The table below outlines the key responsibilities of Customer Service Delivery Teams:

Customer Service Delivery	Customer Safeguarding	Service Delivery Running	Achievement of Goals
1. Customer Service Planning & 'Place'	1. Risk Management plans and controls	1. Active participation in protocol and communication allocations	1. Completing set tasks and actions to achieve goals
2. Customer reviews of goals and supports	2. Dignity of risk and supported decision making	2. Practice Reflection & Support	2. Participating in review of workplans and goals
3. Behavioural Support and Engagement	3. Enabling of appropriate choice and control	3. Collaborative contribution to creation of service rostering	3. Review and monitoring of incidences and antecedents to inform goals for service
4. Wellbeing & Health Planning	4. Delivering service that is compliant	4. Proactive review and control of expenses and budget overall	4. Proactively working through challenges, blockages or obstacles

Customer Service Delivery Teams are responsible for:

1. Understanding the needs and experiences of customers (including developing knowledge, upholding their rights regardless of personal values and attitudes, and understanding of cultural backgrounds and perspectives)
2. Empowering individuals and respecting their right to make informed decisions and choices
3. Promoting dignity, respect for diversity, privacy and confidentiality
4. Assisting, supporting and developing independence in personal care, health care and hygiene in areas such as dressing, washing, toileting and eating as required
5. Providing appropriate role modelling for customers and developing trust with customers within their support networks
6. Assisting and supporting customers to develop skills which promote community participation, integration and employment opportunities
7. Support customers to maintain regular contact with family, friends and advocates and to develop personal, community and social relationships
8. Comply with all planning requirements outlined by NDIS and/or Child & Family regulatory requirements. This includes ensuring that all relevant stakeholders have been engaged in the Individual Planning process
9. Assist people to identify appropriate and achievable goals as well as strategies to achieve these. This includes ensuring all customer plans are all reviewed and updated in line with plan review cycles
10. Collaborate with other service providers to enhance the effectiveness of planning and service delivery for LS customers

11. Participate in customer strategy initiatives including the measurement and improvement of customer outcomes), that allow Lifestyle Solutions to provide holistic planning services that help deliver a memorable customer experience
12. Liaising with the Roster Support Team and work in accordance with rostering protocols. This ensures that Lifestyle Solutions is able to effectively match staff, skills, funding and customer needs.
13. Liaising with the Recruitment Team and work in accordance with recruitment protocols. This ensures that Lifestyle Solutions is employing capable diverse talent who believe in our mission and values.
14. Participating in Group Reflection and Support in accordance with Lifestyle Solutions policies, procedure and protocols.
15. Positively promoting a culture of health, safety and wellness within the organisation. This includes understanding the legislative WHS requirements and be familiar with internal controls, policies and procedures.
16. Comply with all Lifestyle Solutions policies, procedures, guidelines, systems and Better Service protocols.
17. Ensure that all required skills, qualifications and licenses are maintained to meet the needs customers within the funding and organisational requirements
18. Ensure that procedures for data privacy and confidentiality are maintained at all times.
19. Being accountable in ensuring the financially sustainable and operational efficiency of the organisation. This means operating within service budget parameters.
20. Ensuring continuous improvement within their own teams and includes participating regularly in continuous improvement of initiatives as set out in the strategic plan
21. Contribute positively to the brand and profile of Lifestyle Solutions in the community

Skills & Knowledge

Essential Knowledge and Skills:

1. An appropriate Working with Children Check and Criminal Record Check
2. Valid driver's license
3. Appropriate visa to work within Australia
4. Minimum program specific qualifications (i.e. relevant diploma for NSW Child & Family)
5. Demonstrated motivation to work with Customers
6. Display alignment with Lifestyle Solution's values
7. Intermediate level communication skills (oral and written)
8. Intermediate digital literacy (Microsoft Office and related internet based systems)
9. Hold or demonstrated commitment to obtain a first aid certificate within one month of commencement
10. Evidence knowledge of human services sector (Customer requirements and rights, Safeguarding standards and regulations)
11. Availability to work the required roster (this may include a 24 hour/7 days rotating roster including sleepovers)

Desirable Knowledge and Skills:

1. Relevant certificate/diploma
2. Demonstrated awareness of common Customer needs (behavioural support, professional boundaries, manual handling, personal care)
3. Previous sector/or related sector experience (including knowledge of medication, incident reporting, trauma informed/therapeutic models)

Acknowledgment of Role Statement

I, _____ (print name)

Have read and understand the responsibilities of my employment as a Customer Service Delivery Team member as outlined in this role statement.

Signed: _____

Date: _____

Return this page with your signed Employment Agreement to:

peopleandculture@lifestylesolutions.org.au

or

Lifestyle Solutions
People & Culture Systems Support
PO Box 81
Islington NSW 2296