Position Description: Customer Service Manager

Role/Department: Customer Service   **Role reports to:** Regional Manager

Classification/Level: Social and Community Services Employee Level 6   **Location:** Various

Our Vision and Organisation's Purpose
Communities collaborating to create opportunity and improve quality of life. We provide innovative services which support individuals, strengthen communities and enhance physical, social and emotional wellbeing.
Position Summary and Purpose
The Customer Service Manager's primary purpose is to lead the local end to end service experience, across a range of services including outreach, drop in support and 24x7 support from the experience design right through to review or positive exit phases. This role is responsible for ensuring their team delivers high quality and compliant person centred and recovery focused experiences through coaching and managing performance. They are also responsible for building local community relationships that will enhance the service experience as well as ensuring local regulatory, procedural and financial frameworks are adhered to. The Customer Service Manager ensures their services are compliant, financially sound, developing local business relationships, contributing to reporting and contractual obligations.
Reporting Lines and Stakeholder Relationships
Internal
Reports to Regional Customer Services Manager Directly supports a team of Team Leaders across multiple services, across multiple locations Interacts with Marketing and Communications, People and Culture, Portfolio, Finance and Operations
External
Agencies, Community, Clinical & Allied Health Networks, Local Council, Customers, Guardians, Relatives

Key Result Areas	1-6

Recovery Focused Person Centered Service Delivery
1. Ensure the delivery of customer services are focused on a recovery approach - ensuring the right types of support and services align with the customer's aspirations on achieving a level of independence.
2. Foster team environments within the geographical hub that are person centered, ensuing all service experience plans are aligned to customer hopes, wants, needs, desires and goals.
3. Develop operating rhythms within the geographical hub that ensure timely review of customer plans and clinical / therapeutic supports in line with what the customer needs and wants.

People Management & Performance
1. Leads a group of Team Leaders by applying effective leadership practices, coaching and managing performance to ensure delivery of person centred service experiences aligned to a recovery model.
2. Achieve positive outcomes and meets business performance targets by creating a positive learning and development culture inspiring, motivating, coaching and evaluating staff performance through effective staff performance appraisal and development processes.

Local Relationship & Stakeholder Management
1. In collaboration with Marketing and Communications develops local business relationships through engagement, participation and development of wider networks with other agencies, volunteer groups and community organisations to achieve outcomes for customer service provision.
2. Develop strong partnerships with local community clinical, private practice and allied health providers within the geographical hub
3. Ensure stakeholders such as guardians, relatives and nominated family members are kept communicated, engaged and informed on the relevant and mutually agreed to aspects of the customer life.

Quality of Service, Risk and Compliance
1. Drive, lead and instil a culture of internal quality through the regular review and completion of quality checks complete with remedial action plans where appropriate.
2. Ensure compliance with contractual obligations to meet performance targets within budget, and identifies inefficiencies within service provision through transparent reporting.
3. Operates within the organisations Risk Framework to proactively identify and escalate risks as appropriate and complies with internal policies and procedural guidelines to proactively anticipate and control risks.

Work Health & Safety

1. Actively promote safety and wellbeing principles, practices, awareness and initiatives and drive cultural change in all activities with the business unit/team, and act as a role model by demonstrating active, visible and mindful leadership and safe work behaviours at all times (Walk the talk)
2. Actively contribute to the reduction of injury and illness rates resulting in reduced workers compensation costs, improved productivity and morale, particularly through supporting, mentoring and coaching frontline employees to facilitate the delivery of WHS objectives and targets set by New Horizons
3. Ensure that WHS risks associated with different jobs, tasks and projects are formally identified, assessed, controlled and reviewed, and that documented systems of work are safe and without risk to health and are adhered to by workers through appropriate instruction, training and supervision
4. Promptly address WHS issues that are bought to your attention in consultation with those involved or affected and escalate WHS issues that are beyond your control to the relevant manager(s) for their attention, ensuring that interim action is taken to reduce the risks in a practical way
5. Ensure incidents notified by your team are reported and appropriate action taken, and all incidents are investigated in a timely manner, seeking to identify the causes and take steps to prevent recurrence.

Key Competencies

Sound understanding of business processes including managing budgets, financial and other record keeping
Working knowledge of Human Rights, Person Centered Practices under a recovery focused approach and evidence based practice for customers
Understands the intent and framework of relevant compliance legislation, quality standards, policies and procedures relevant to the role.
Understands diversity and confidentiality requirements of the sector
Aligns with Sector and organisation approaches and values
Understands the operating model and the strategic direction under which the organisation operates
Shows commitment to ongoing professional development of self and others to build competency
Committed to Quality improvement

Skills/Knowledge/Experience

Relevant Tertiary Qualification and/or equivalent experience
Police Check/Criminal History Check – essential
Working with Children Check – dependent upon role