



**TOGETHER...
LET'S MAKE
AN IMPACT!**

POSITION DESCRIPTION

TEAM LEADER



OUR PROMISE IS TO MAKE A DIFFERENCE, BY PUTTING
WELLBEING AT THE **HEART** OF EVERYTHING WE DO.





Team Leader

Team: Customer Service

Reports to: Customer Service Manager
(or Regional CSM)

Award Classification: SCHADS Level 5
(SACS Level 4)

New Horizons Level: Level 8

WHAT IT'S ALL ABOUT

Our purpose is to **enhance wellbeing**. Through the right advice and services we help customers discover their potential. By putting wellbeing at the heart of everything we do, we move towards our vision of **happy, inclusive communities creating opportunities**.

WHAT YOU DO, WHY YOU DO IT

Customer Service exists to deliver exceptional experiences for every customer, every day, and ensure wellbeing is at the heart of everything we do. Your role exists to provide leadership and direction to a team of support workers to deliver a quality person centred and recovery focused customer experience that meets regulatory obligations, policies and procedures.

You will coordinate the customer related experience through the best practice design of plans and activities, and through communicating and engaging with external customers and their support workers, to ensure that New Horizons is the number one choice in your local hub for people who need support to enhance their wellbeing.

WHO YOU WORK WITH

Internally, you will directly supervise a team of Support Workers. You will report to the Customer Service Manager, and work closely with the wider Customer Service team.


You will collaborate and communicate with other employees and teams within New Horizons, such as Payroll, Accounts and Finance, WHS People and Culture, Service Excellence, Assets and Facilities etc

Externally, you will liaise with Customers, Guardians, parents, carers, government authorities, and other service providers or community stakeholders

KEY BEHAVIOURAL EXPECTATIONS

You're not just here because you've got the skills and experience to do your job. Your positive, authentic, inclusive personality is a big part of the reason you're here, and you're expected to bring it to work with you every day.

At New Horizons, everything we do begins with our Values of **Passion, Integrity and Respect**. Because our values are so important, we measure performance not just through what our people achieve, but how they achieve it.

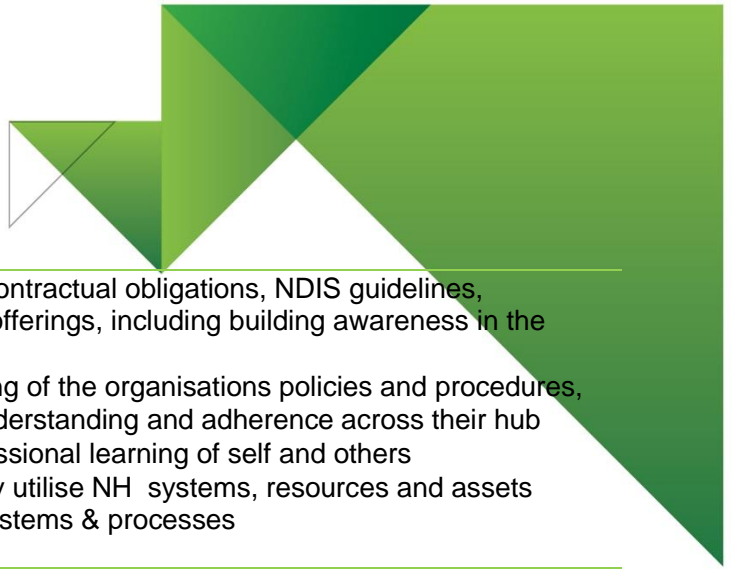


To guide you along the way we have a Code of Conduct and Policies and Procedures, which we're all expected to follow.

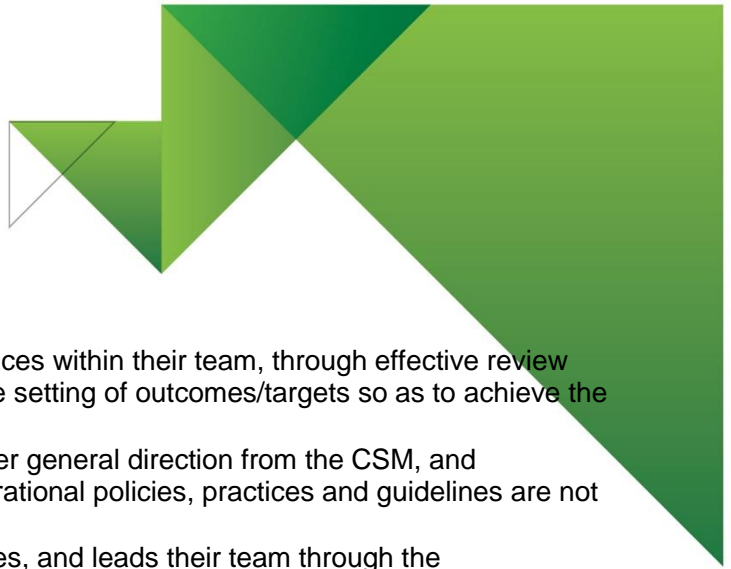
KEY PERFORMANCE EXPECTATIONS

The below Key Performance Expectations (KPE) provide an outline of what is expected of you in your Role. Through the achievement of the below KPEs, all employees contribute towards our strategy for success.

KPE	Key Requirement & Deliverables
Leadership & Teamwork	<ul style="list-style-type: none">• Provide operational and procedural direction to the team, setting clear team and individual objectives, ensuring these are understood by the team• Take the lead in problem resolution and appropriate issue escalation• Develop the skills of the team by creating an environment that encourages ideas, quality improvement and reflection on performance, through coaching, mentoring and regular feedback• Ensure the health, safety and wellbeing of self and others by actively promoting and demonstrating safe and healthy work practices at all times• Positively role model New Horizons (NH) mission and values• Champion strategic direction and promote and support change initiatives as they occur• Implement and maintain a structured operating pattern that includes team and 1:1's meetings• Communicates information appropriately and respectfully• Conduct performance management discussions and appraisals in line with policy
Financial Performance	<ul style="list-style-type: none">• Ensure employee rosters, resources, brokerage and other expenditure aligns to budgets• Review allocated budgets on a monthly basis, and report inconsistencies to CSM• Manage local financial practices in line with NH policy and procedures (Petty cash, customer financials etc)• Effective management of customer plans to ensure efficient and compliant claiming of funds within required time
Service Excellence	<ul style="list-style-type: none">• Engage and support service excellence initiatives including quality checking, Customer Representative Councils, customer experience strategies, distribution of care packages etc.• Collaborate with specialist and advisory teams to enhance customer journeys• Supports team to ensure customer service practices are efficient and effective to meet customer needs. Ensure timely access to supports, including undertaking direct customer support as required• Build and maintain strong networks with external customers and other stakeholders.• Ensure customer support is person centred and align to customer aspirations. Proactively seek innovative ways to support customer journey



Knowledge & Application	<ul style="list-style-type: none">• Understand and apply contractual obligations, NDIS guidelines, framework and service offerings, including building awareness in the community.• Has strong understanding of the organisations policies and procedures, and actively ensures understanding and adherence across their hub• Undertake regular professional learning of self and others• Effectively and efficiently utilise NH systems, resources and assets including IT and AFM systems & processes
Continuous Improvement	<ul style="list-style-type: none">• Lead and promote a culture of internal quality through regular review and completion of monthly reporting, quality checking tools and external reporting with remedial action plans completed when required• Exercise initiative and judgement, under guidance to productively enhance customer experiences and outcomes• Actions and maintains quality of service by completing quality checks on the service experiences provided
Reporting, Documentation & Administration	<ul style="list-style-type: none">• Ensure that all internal and external reporting requirements are achieved as required• Ensure that all Payroll processes (i.e. Roster live) are completed within agreed timeframes• Ensure all recruitment, on boarding & off boarding processes are completed effectively• Regularly review content of the Customer Management Systems (i.e. Carelink) to ensure customer files are accurate and current.• Conduct reviews of Incident reports to ensure appropriate reporting, action and resolution has occurred including reporting incidents to CSM in line with policy.• Document and record operating pattern (1:1's, team meetings and hub meetings)
Risk & Compliance	<ul style="list-style-type: none">• Ensure self & team are compliant with contractual obligations• Identify inefficiencies and compliance gaps within service provision, and escalate through accurate and timely reporting.• Monitor, evaluate and maintain quality of service and reporting documentation and ensure all reporting and administrative matters, billing records and requirements meet organisational, operational and funding requirements.• Understand and promote the organisations risk & compliance framework, and ensure team is operating within it• Actively promote WHS & Wellbeing practices, and report all incidents/ injuries as per policy and procedures• Manage incidences as they occur by collating relevant information, following mandatory reporting processes and implementing solutions in a timely manner



ACCOUNTABILITY & DELEGATION

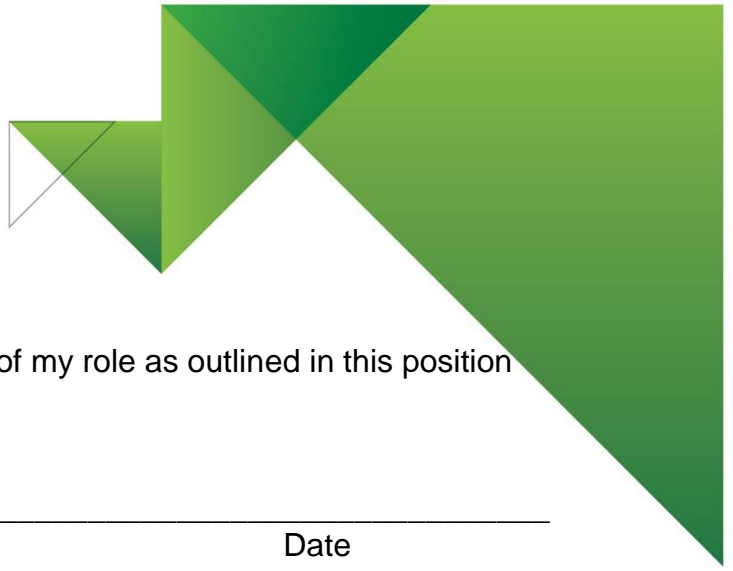
- Responsible for the successful delivery of services within their team, through effective review and support of team performance, including the setting of outcomes/targets so as to achieve the objectives of the organisation.
- Exercise a degree of autonomy, operating under general direction from the CSM, and undertaking a range of functions for which operational policies, practices and guidelines are not developed.
- Understand the organisations strategic initiatives, and leads their team through the implementation of strategic projects and change management activities with support from the Customer Service Manager
- Provide advice and exercise initiative and judgment to make decisions where practices and direction is not clearly defined. Approve expenditure in line with the appropriate financial delegations for their position

KEY COMPETENCIES & EXPERIENCE

- Ability to actively navigate and adapt to change
- Ability to build and maintain effective community connections and relationships
- Strong skills in managing a program/service, with experience in managing a budget and preparing rosters
- Proven experience in leading teams with commitment to ongoing development to build capability, demonstrating a proactive, supportive and inclusive management style which contributes to a constructive and innovative workplace culture
- Advanced competency in working with people with a mental illness and Disability and demonstrated knowledge of the relevant disability service standards, Mental Health Act and other legislative requirements,
- Comprehensive knowledge of person-centred principles and outcomes focused support, and a passion for supporting the Human Rights of people with a disability and /or mental illness
- Able to develop appropriate relationships, internally and externally, associated with the role and that benefit both the customers and the organisation
- Actively seeks and encourages innovative solutions to overcome barriers, with the ability to manage critical incidents, lead under pressure and maintain resilience
- Proven experience in developing creative solutions to overcome day to day challenges
- Well-developed interpersonal and communication skills to build and maintain effective relationships
- Experience in preparation of rosters and assisting with budgets and financial operations
- Understanding of risk management and WH&S requirements
- Technical literacy with proven ability to use Microsoft office and systems for reporting

ESSENTIAL ROLE REQUIREMENTS

- Relevant Tertiary qualifications and/or knowledge and experience in a similar role within the human services industry
- National Criminal History Check (Police Check) and Working with Children Check
- Valid NSW Drivers C class licence, with ability to drive vehicles in licence class, including large cars & vans.



Acknowledgement

I have read and understood the responsibilities of my role as outlined in this position description

Employee Signature

Date

Managers Signature

Date