



POSITION DESCRIPTION

Position Title:	Call Centre Team Leader
Location:	Box Hill
Reporting to:	General Manager Service Development
Direct Reports:	Call Centre Supervisor Call Centre Volunteers

ORGANISATIONAL CONTEXT

Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

Our Services

The St Vincent de Paul Society's members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated 'members'; all who volunteer their time to undertake a range of community support activities at a local level ('conference'), semi-regional level ('regional'), regional level ('central'), and state level ('state'). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.

PURPOSE OF ROLE

The Welfare Call Centre Team Leader will be responsible for controlling and coordinating call centre activities to ensure the efficient use of resources in order to provide the best outcome for our clients. This includes the day to day operation of the call centre including volunteer training, monitoring and handling client complaints, providing support to our volunteers and liaising with conferences to provide the best outcome for our clients within the conference capabilities.

Support to members and volunteers to be effective in their responses to the most disadvantaged in our communities is paramount.

KEY ACCOUNTABILITIES

Key Accountability	Deliverables
Contribute to the organisational culture	<ul style="list-style-type: none"> • Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society • Respect the Catholic values inherent within the Mission of this organisation • Ensure the Society's values are incorporated into all aspects of the role • Respect the expression of spirituality and reflective practice in the workplace • Positively contribute to and influence organisational culture. • Actively participate in activities that develop personal and professional skills, knowledge and experience. • Advance organisational objectives and champions important issues with key stakeholders • Regularly attend and actively participate in all team / divisional and organisational meetings. • Contribute to developing a culture of continuous improvement and respond positively to change. • Maintain high level awareness of client/member issues as impacted by political, economic, social and technological change
Safety – Manager	<ul style="list-style-type: none"> • Support the State Council, Chief Executive Officer and Senior Executive Group in the discharge of their safety obligations • Engage with your staff and volunteers to work through the resolution of hazards and incidents • Support front line managers, staff & volunteers to identify and resolve hazards • Investigate safety incidents and close off related actions in the required timeframes; engage safety for support where required • Conduct workplace inspections quarterly of all buildings under your management • Close actions relating to quarterly workplace inspections in the required timeframes • Drive accountability for risk management through your teams



Lead, manage and motivate team to achieve their objectives	<ul style="list-style-type: none"> • In conjunction with HR; recruit, develop and retain a skilled and motivated team (of staff / volunteers) • Build a cohesive and engaged team and foster a culture with our mission at its centre • Work with the team to deliver on objectives on time and to a high standard • Lead the team in the implementation of policies & procedures • Actively engage in activities that develop the personal and professional skills, knowledge and experience of your team. • Feedback from your team reflects that you effectively lead, manage and motivate them in their positions. • In consultation with the General Manager, establish, deliver and review appropriate learning and development programs including orientation and induction • Train new volunteers in Call Centre operation and procedures • Contribute to the ongoing development of the Welfare Call Centre – Procedure and Guidelines Manual
Technical / Professional	<ul style="list-style-type: none"> • Understand social and economic situation of our clients • Conduct call centre operations with a focus on achieving excellent service, the highest level of courtesy and professionalism whilst meeting service standards and business team key performance indicators. • Assist Welfare Call Centre Supervisor with enquiries and resolve routine client issues alongside Development Officers. • Comply with Call Centre procedures & process. • Provide debriefing for call centre staff and volunteers • Effective use of appropriate technologies/systems and processes within the Call Centre. • Ensure that all confidential documentation is stored safely and that the security of the office and its equipment is systematically maintained.
Relationship – Internal & External)	<ul style="list-style-type: none"> • Liaise with the Call Centre Supervisor and Development Officers to facilitate the resolution of routine issues relating to client needs and member services. • Establish positive working relationships and open communication channels with all stakeholders within Vinnies. • Debrief both formally and informally with Call Centre Supervisor and volunteers. • Undertake other duties as directed by the General Manager.
Continuous Improvement / Quality & Performance Measurement	<ul style="list-style-type: none"> • Comply with systems and procedures as required and initiate work flow and process improvement activities relating to Call Centre tasks • Encourage innovation and continuous improvement within the team. • Support SVDP / Vinnies management plans. • Annual Performance Reviews for Call Centre Supervisor is to be completed by the Welfare Call Centre Team Leader.
Teamwork / Hands on involvement in the Call Centre	<ul style="list-style-type: none"> • Assist in taking welfare calls and daily distribution of calls to Conferences when necessary • Take over difficult calls from the volunteers as required • Liaise with General Manager Service Development and Development Officers on service gaps in Conferences • Note and record changes to contact details, visit times etc.. as advised by Conferences • Make necessary changes to database and look-up lists to reflect cessation of a Conference or creation of a new Conference • Amend client details or other information in database as notified by conferences • Enter into database any feedback from Conferences about the outcome of

	<p>visits</p> <ul style="list-style-type: none"> • Written Complaints: Record and notify appropriate Development Officer. Record on client file (where possible) and record updates on progress/outcomes. • Encourage a harmonious and professional team environment and contribute to the development of a learning culture. • Participate in and contribute to regular team meetings, providing input into work practices and communication issues. • Embrace a willingness to perform other duties e.g. backup for other teams and special projects, etc.
Challenges	<ul style="list-style-type: none"> • Commit to continuous development and improvement of procedures and processes to enhance the quality of Call Centre service ultimately meeting the expectations of our clients within conference guidelines. • Maintain effective communication channels between the Call Centre volunteers and staff. • Ensure the Call Centre Supervisor deals with difficult callers and a diverse range of callers with varying needs, in a professional, timely and accurate manner. Any unresolved issues are to be escalated to the Call Centre Team Leader. • Identify trends and methods for improved service delivery to clients on an ongoing basis. • Foster and maintain a customer service culture within the organisation.

POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager Support Services	Internal	<ul style="list-style-type: none"> • Department Manager
Welfare Call Centre Supervisor	Internal	<ul style="list-style-type: none"> • Direct Report. .Support/advice/provision of information
Welfare Call Centre Volunteers	Internal	<ul style="list-style-type: none"> • Support/advice/provision of information
Members and staff	Internal	<ul style="list-style-type: none"> • Work with all members and staff and provide exemplary customer service and pro-active communication
Clients	Internal/External	<ul style="list-style-type: none"> • Customers / recipients of our service
Community Organisations Such as AMES, Red Cross etc.	External	<ul style="list-style-type: none"> • Receive referrals. Provide information on our service



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DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

KEY REQUIREMENTS

- Experience in management & call centre systems
- Experience in developing systems designed to improve outcomes and efficiencies
- A strong focus on customer service, with strong empathy and understanding for the needs of key stakeholders, with an ability to build and maintain effective relationships
- Demonstrated commitment to effective call centre operations and service experience
- Experience with in Microsoft Office products i.e. Outlook, Excel, Access, Word and data management.
- Knowledge of Occupational Health & Safety matters relating to workplaces

Preferred experience, qualifications and attributes (Desirable Criteria)

- Qualifications in Customer service or related discipline or relevant work experience
- Experience and knowledge of community services sector
- Dealing with clients and staff (including volunteers) from diverse backgrounds and circumstances.

Attributes

- Demonstrated ability to develop and maintain positive and productive relationships with staff, volunteers, senior management, and key stakeholders while demonstrating a bias for action and focusing on the achievement of agreed outcomes
- Highly developed communication skills, both interpersonal and written
- Excellent time management skills and the ability to prioritise and meet deadlines
- Strong attention to detail
- Fast and accurate data entry skills
- Ability to work independently and as directed.
- To have an empathy with and understanding of the St Vincent de Paul Society.

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.