

POSITION TITLE:	TEAM LEADER – SERVICE DELIVERY
REPORTS TO:	MANAGER- SERVICE DELIVERY
LEVEL:	SACS 6
REVIEWED BY:	MANAGER SERVICE DELIVERY
DATE REVIEWED:	OCTOBER 2009

Purpose and Vision:

Our purpose is to enhance the lives of people with a spinal cord injury.

Our vision is that people with a spinal cord injury are able to live in an equitable, inclusive, integrated community, independently able to access every aspect of and contribute to the fabric of their region.

Purpose of the Role ...

The purpose of this role is to deliver quality service to clients of Personal Support Plus. This includes; service delivery in accordance with the support plan, proactive support of personal support workers, high level complaint management and day to day decision-making. This role will support a team of people to provide a quality service to our clients in our personal care service as well as manage their own case-load.

Success Factors for this Role...

<ul style="list-style-type: none"> Quality service delivery in accordance with support plans and within individual client budgets both for own client caseload and team caseload.
<ul style="list-style-type: none"> An effective service delivery team who have the relevant values, skills, knowledge and competencies to support state-wide service delivery to clients of Personal Support Plus.
<ul style="list-style-type: none"> Complex service delivery issues resolved to the satisfaction of all stakeholders.
<ul style="list-style-type: none"> Processes, systems and quality improvements around your operational responsibilities are reviewed and implemented with solution focused outcomes achieved.
<ul style="list-style-type: none"> Implementation of operational plans that deliver solutions to improve operational performance within your team.

Key Performance Indicators for the Role....

<ul style="list-style-type: none"> 100% of all contractual arrangement for service delivery within your team. Evidence of delivery of service within individual client budgets for the team's caseload. Evidence of the team's client individual support plans are comprehensive and meet client's needs.
<ul style="list-style-type: none"> Evidence of an effective on boarding, training and coaching to the Client Service Officer team via feedback captured in culture surveys, 360 degree feedback and compliance with people processes
<ul style="list-style-type: none"> Evidence that case load has been managed effectively. Complaints raised are resolved in accordance with the complaint procedure.
<ul style="list-style-type: none"> Ability to show that recommendations for process improvements have led to operational efficiencies and or increase in quality service delivery.
<ul style="list-style-type: none"> Evidence of key performance indicators within operational plans are met.

You will bring to the role ...

Must have (skills, knowledge, behaviour & experience)	Great to have
<ul style="list-style-type: none"> • Tertiary qualifications in Social Science or Human Services and or relevant vocational experience in coordination and monitoring of human service programs. • Ability to demonstrate delivery of service in a dynamic and fast paced business environment. • Proven ability to lead, coach and support staff to achieve results. • High level problem-solving and decision-making skills. • Strong communication skills and can demonstrate previous experience in negotiation, mediation and resolution of conflict. • Experience in or the ability to rapidly acquire knowledge, working within a quality management framework. • Demonstrated ability to use MS Office suite and experience in using a data management system. 	<ul style="list-style-type: none"> • Previous experience working in the disability sector. • Previous experience in the preparation and monitoring of service budgets and contracts. • Knowledge of the disability service standards • Previous experience in the not for profit sector • Previous experience within a quality framework

What you will do in the role:

<p>Quality Service delivery in accordance with support plans and within individual client budgets to your individual allocated client caseload and team caseload with complex issues resolved to the satisfaction of all stakeholders</p> <ul style="list-style-type: none"> • Effective management of relationships with internal and external stakeholders • Efficient and effective management of team resources, including people, to ensure delivery of quality client services that meet contractual arrangements • Communicate and educate service recipients and relevant stakeholders of changes to service delivery. • Report and process complaints and critical client incidences in accordance with procedure, Recommend client disciplinary action where breach of policy and / or procedure has occurred. • Works collaboratively with clients, stakeholders and colleagues to accomplish team and service goals. • Analyse, review and report financial anomalies in grants and service contracts. Implements corrective actions to ensure service finances are sound. • Ensures the fee for service activity within the client service officer team is in accordance with
--

procedure.

- Contributes to the overall service business planning process.

An effective service delivery team who have the relevant values, skills, knowledge and competencies to support state-wide service delivery to clients of Personal Support Plus.

- Build and lead a cohesive Client Service Officer team, and be proactive in the resolution of team issues.
- Implement and monitor; Client Service Officer Team key performance indicators.
- Proactive in identifying and managing performance issues in the Client Service Officer Team and where necessary implement the Managing Under Performance procedure.
- Partner and collaborate with other Team Leaders to ensure communication across teams is effective in the delivery of client service.

Processes, systems and quality improvements around your operational responsibilities are reviewed and implemented with solution focused outcomes achieved.

- Implements changes/projects initiated by manager to improve service delivery.
- Timely intervention to resolve client complaints regarding the client service officer team.
- Know and adhere to Disability Service Quality Standards, other relevant professional standards and legislation.
- Adheres to all Spinal Injuries Association Policy and Procedures.
- Address Quality Improvement Requests that relate to client service officer operations.
- Builds networks within the disability service sector through attendance at NGO meetings.
- Identifies and analyses trends in complaints within area of supervision. Makes recommendations for process improvement in relation to identified trends.

Workplace Health & Safety

- Stopping any unsafe work practice(s) that will put yourself or others at risk.
- Reporting hazards and/ or incidents in accordance with Spinal Injuries Policies and Procedures.
- Ensures recommended corrective actions within Residence Hazard inspections are implemented and evaluated
- Works in partnership with the Workplace Health and Safety Officer to resolve team workplace health and safety issues and develop safety initiatives.

Quality Management System

- Following and adhering to all Spinal Injuries Association Policy and Procedures.
- Address Quality Improvement Requests that relate to service delivery operations.

Other Responsibilities

- As directed by Management.

This role can approve and make decisions on...

- Expenditure within budget allocation for service delivery activities i.e. Team Meeting -

Room Hire, catering, etc.

- Approve changes to support plans.
- Approve leave for client service officer team alongside the Service Delivery Manager
- Raise QIR's for non-compliance detected in accordance with Spinal Injuries Association continual improvement procedures.
- Stop any unsafe work practices that will put yourself or others at risk.

Agreed by Employee	Date

Key Selection Criteria	
Weighting	
5	Tertiary qualifications in Social Science or Human Service and or experience in coordination and monitoring of human service programs service in a dynamic and fast paced business environment.
4	Proven experience in leading, coaching and supporting staff to achieve results.
4	Strong communication skills and can demonstrate previous experience of negotiation, mediation and resolution of conflict.
3	Demonstrated high level problem-solving and decision-making skills.
3	Proven time management, prioritisation and organisational skills and ability to manage a case load as well as a team.
3	Experience in or the ability to rapidly acquire knowledge, working within a quality management framework.
3	Demonstrated ability to use MS Office suite and experience in using a data management system.

KEY SELECTION CRITERIA WEIGHTING SCALE

Scale	Definition
5	Extremely important competency. Applicant must be able to demonstrate in-depth experience, skills/behaviours or knowledge to meet this criterion.
4	Very important competency. Applicant must be able to demonstrate specific experience, skills/behaviours or knowledge to meet this criterion.
3	Important competency. Applicant must be able to demonstrate general experience, skills/behaviours or knowledge to meet this criterion.
2	Desired competency Applicant must be able to demonstrate some experience, skills/behaviours or knowledge to meet this criterion.

1	Acquiring competency. Applicant must show willingness to acquire general experience, skills/behaviours or knowledge to meet this criterion.
---	---