

## POSITION DESCRIPTION

### Team Leader - Ccareline

<b>DIVISION or PROGRAM:</b>	Systems	<b>AWARD AND LEVEL (if applicable):</b>	SCHCDS Level 6 (dependant on experience)
<b>DATE OF APPROVAL:</b>	March 2020	<b>APPROVED BY (Position Title):</b>	CTO

## PURPOSE OF THE POSITION

The CCareline team provides efficient and empathic client enquiry and intake services for over 60 services across CatholicCare Sydney. The team undertakes triaging of client need, intake processes, referral to internal and external services and calls from existing clients updating their service delivery.

The Intake and Referral Team Leader is responsible for day to day management of the team and handling immediate telephone counselling and interventions. The Intake & Referral Team Leaders role is pivotal in leading the team to achieve client satisfaction by;

- Working in a fast paced environment modelling exceptional call handling to the CCareline team
- Having a strong emphasis on providing safe, comprehensive and exceptional caller experience
- Provides immediate telephone counselling demonstrating high-quality, evidence informed, person centred interventions to callers
- Undertaking regular call coaching, mentoring and training to new and existing staff members
- Enhancing intake procedures and building strong relationships with service managers
- Operate at a proactive level in identifying opportunities for improvement and owning the change management from process design to implementation

This role is agile, and will adapt to changing internal and external needs over time.

## KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles
- Manage large volumes of inbound calls, outbound calls and deliver services online using email, social media and other mediums as required
- Deliver a range of telephone-based clinical and support services to individuals using brief therapeutic interventions that are in accordance with relevant professional practice standards
- Advocate and model a team focus on the safety and well being of callers and their families, underpinned by experience working with clients with mental health concerns, child protection considerations and domestic and family violence
- Lead the team by demonstrating negotiation and advocacy skills, highly effective communication and performance management skills
- Conduct regular call coaching, mentoring, training and scheduling to new and existing staff members
- Identify opportunities for improvement and owning the change management from process design to implementation
- Model a flexible and positive attitude to working within a dynamic and constantly evolving work environment

- Work flexible hours between 8am-6pm to meet the specific needs of clients and the organisation
- Maintain knowledge about internal services and the broader market/sector trends and services (e.g. Aged Care, NDIS, family and community services etc.)
- Work independently, unsupervised and as part of a team
- Promote CatholicCare services through interactions with internal and external stakeholders
- Other duties as directed from time to time.

## KEY COMMUNICATIONS

This role works closely with:

- Client Engagement Manager - Receive broad guidance, provide expert advice and exchange information including recommendations on strategies and issues management/resolution.
- Service Consultant - Provide mentoring, call coaching, training and support to enable them to excel in their roles
- Potential Clients - Provide timely information and deliver quality customer service. Provides immediate telephone counselling demonstrating high-quality, evidence informed, person centred interventions to callers
- CatholicCare Service Employees - Develop strong, collaborative relationships to facilitate smooth referral pathways

## KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Relevant tertiary qualifications in Social Work, Counselling, Psychology, Social Sciences or equivalent field and eligibility for membership with relevant professional Board or Association
3.	Ability to mentor and train staff and role model outstanding customer service
4.	Strong IT skills, including the use of database systems to provide data reports and analysis
5.	Excellent verbal and written communication skills
6.	Strong knowledge of social services sector and the changes to competitive pricing models
7.	Strong problem solving skills
8.	The ability to remain calm under pressure and in crisis situations
9.	Exceptional organisational skills
10.	A valid WWCC verification

### Desirable Criteria

- Experience in digital service delivery or a call centre in the community services sector
- Experience using Client Management Information System preferably Carelink+
- Experience developing community relationships and partnerships

\* CatholicCare reserves the right to vary this position description in response to its changing needs.