

Team Manager

Team:	Operations
Location:	Footscray
Date:	January 2018
Status:	Full time
Reports to:	Service Centre Manager

1. Position purpose

The purpose of the Team Manager role is to manage a group of counsellors to deliver against agreed performance criteria so that OTL can deliver contracted service levels. Through effective people leadership the role will ensure counsellors deliver an effective and efficient service enabling OTL to meet its contracted obligations. The Team Managers will also ensure that the day to day operations of the centre are administered effectively and ensure any clinical issues arising during a shift are resolved within the parameters outlined in OTL policy and procedures.

2. Key results

Major activities	Measures
<ul style="list-style-type: none"> Ensure the achievement of Contractual Service Level Agreement deliverables through individual staff achievement of Key Performance Indicators. Ensure staff consistently adhere to agreed operational process and procedures and organisation wide policies and procedures. In particular ensure clinical policy and procedures are followed including the oversight of clinical issues arising during shift. Support staff in clinical decisions on the floor in real time risk management. Specifically responsible for the management of at risk clients and emergency interventions arising during a shift. Utilise business information and performance reporting to identify and manage staff not achieving performance. Ensure the skill levels of Counsellors is congruent with achieving agreed performance criteria which may require coaching, training or development. Ensure staff are adhering to workforce scheduling in support of achieving daily service levels. 	<ul style="list-style-type: none"> Contracts are delivered as per the specifications. Adherence to quality compliance practice. Individual and team KPI performance against plan. Development plans in place for all direct reports. No. of staff that are cross skilled across all service lines.

Major activities

Measures

-
- | | |
|--|---|
| <ul style="list-style-type: none">• Co-ordination and monitoring of call queues, and timely allocations of counsellors to services/tasks as required.• Manage team members leave.• Arrange shift coverage outside office hours advising Workforce Planning when appropriate.• Available to provide out of hours on call support as required, e.g. Business Continuity• Identify process, procedure, systems issues impacting staff and operations performance, and work with the Service Centre Manager to resolve.• Contribute to remediation of performance for existing services and support continuous improvement in Operations generally• Work in collaboration with other Team Managers including the implementation of new service lines in a timely manner. | <ul style="list-style-type: none">• Contribute 4 service improvements ideas per year. |
|--|---|
-

3. Decision making authority

- Consulted by the Service Centre Manager regarding changes in Operational policies and procedures and implement accordingly
- Responsible for staffing decisions within their team
- Utilise Operational reporting to improve performance for members of their team
- Staff compliance to standards, policies and procedures.

4. Job competences

- Current National Police Records Check (or willing to obtain one)
- Tertiary degree in relevant discipline (Social Science, Social Work, Welfare Studies, Psychology or Counselling)
- Current First Aid and CPR certification
- Current Fire Warden Training
- Knowledge of and experience in contract management and service improvements.
- Ability to utilise information and call centre technology such as Customer Relationship Management systems, workforce planning, quality management systems and telephony platforms, e.g. Avaya , NICE
- Ability to work autonomously as well as interact as a collaborative team member
- Problem solving and critical thinking skills
- Demonstrated people leadership and management skills with an ability to support service improvement initiatives in an operations environment
- Some level of commercial acumen

Position Description



- Ability to work closely within the Operations leadership team in support of organisational goals
- Good relationship building skills
- Ability to work within the policies, procedures and values of On the Line.

5. Personal competences

- Ability to effectively lead people including the ability to influence and motivate others
- Able to coach staff and deliver both positive and negative feedback constructively
- Effective listening skills
- Calmness and resilience
- Good planning and organising skills
- Good communication skills (verbal and written)
- Be receptive to feedback and apply reflective practice to improve own performance
- Ability to communicate process, procedure and technical information to team members with different levels of operational understanding
- Flexibility, able to work under pressure and prioritise competing demands.

6. Dimensions & working relationships

Positions reporting to this position	<ul style="list-style-type: none">• Counsellors
Working relationships	<ul style="list-style-type: none">• Counsellors• Other Team Managers• Other OTL Managers and leaders• Executive• Other On the Line staff as required
Shift requirements	<ul style="list-style-type: none">• A combination of shifts, including, without limitation, night shifts, evening shifts, early shifts, day shifts, weekend shifts and public holiday shifts in accordance with the needs of the business.

7. Position description maintenance

Reviewed Last:	January 2018
Conducted By:	Head of Operations and Service Development
Approved By:	Chief Executive Officer
Next Review:	January 2021
Risk Rating	LOW MEDIUM HIGH EXTREME