



Position Description

Team Leader Client Service

Award or EBA:	Health and Allied Services, Managers and Administrative Officers Multiple Enterprise Agreement 2011-2015
Classification/Grade:	Grade 2
Directorate:	Infrastructure and Medical Services
Reports to:	Client Services Manager
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community.

Our values are:

Persistence	Integrity	Compassion	Respect	Responsiveness
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Role Description

This position contributes to the success of DPV Health by ensuring DPV Health client experience is consistent across all sites. You will support and mentor reception staff across a number of DPV Health sites during a period of rapid and comprehensive change. This is one of two Team Leader – Client Service positions.

Working collaboratively with the Client Services Manager in partnership with the other team leader this role will organise rosters, manage planned and unexpected leave, and undertake performance reviews to ensure reception service provides a high standard of service to our clients. This role is also forms part of the reception team and will spend approximately .5 of their time providing direct client services.

The position works closely with the Client Services Manager in partnership with other team leader to continually improve the reception service and implement organisation and program changes.

Roles Key Accountabilities

Service Delivery

- Day to day team leadership
- Reception duties (approximately .5 EFT) as required
- Ensure client services are
 - Professional and friendly
 - Timely and efficient
 - Informative and authoritative
 - Accurate
 - Easy to access and Inclusive
- Assist the Client Services Manager to implement organisational wide improvements
- Proactive decision making and problem solving to resolve day-to-day issues
- Rostering and reporting
- Performance review of reception staff
- Escalation point for enquiries
- Provide leadership for tactical project work with employees and casuals

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- Ensure all employees are appropriately on boarded and trained to perform their roles
- Call out service improvement opportunities
- Actively participate and promote client participation feedback, including formal surveys.

Reporting, System and Analytics

- Actively use and promote the use of DPV Health systems such as TRAK, eCase, VHIMS, MyBookings, ESS, e3, Gemba, Trim, Pracsoft, Best Practice and others

Financials, Budgets, Target, Funding

- Ensure that financial transactions this position has responsibility for are undertaken in line with approved DVP Health policy and delegations

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively addressed new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- Disability Worker Exclusion Check
- Travel between sites is required
- Valid Working With Children Check
- Satisfactory Policy Check

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Experience & Skills

- Demonstrated organisation and administrative skills including the capacity to coordinate a number of staff delivering direct and diverse client services
- The ability to complete several tasks concurrently while maintaining an eye for detail and meeting deadlines
- Demonstrated ability to lead, supervise and develop staff
- Demonstrated commitment to the principles of diversity, EEO and participatory work practices
- Demonstrated commitment to and use of appropriate ethical standards and behaviours
- Strong computer skills across a range of applications and the ability to learn new systems quickly
- Strong and proven written and oral communication skills.
- Ability to liaise effectively with clients, community groups, other employees and external agencies.
- Ability to negotiate and gain co-operation and support from others in a team environment.
- Willingness to support team members and work as part of a cohesive team across DPV health.

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____