



# Good Shepherd

Australia New Zealand

## Position description

<b>Title</b>	Financial Capability and Intake Team Leader
<b>Reports to</b>	Program Manager Telephone & Online
<b>Direct Reports</b>	Financial Capability and Intake Officers
<b>Classification &amp; Salary</b>	SCHCADS Level 6 \$88,030.80 plus super and salary packaging
<b>Employment Status</b>	Temporary Full Time
<b>Location</b>	Work remotely from home
<b>Date</b>	May 2020

### Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

### Role Purpose

Good Shepherd employees are committed to inclusive practice that responds to the specific needs, context and circumstances of service participants. We embrace the diversity and intersectionality of individuals and recognise a person's right to a unique identity comprising culture, language, ability, community, gender, sex, sexual orientation and lived experience.

The Telephone & Online team

This role will form a part of a broader team of skilled professionals working closely to deliver a holistic, multi-channel model of telephone & online support across economic wellbeing, family violence and family services that is person centred and linked into community support services.

This National team will ensure that people who present with financial and personal disadvantage are supported and empowered to address immediate and longer term financial and personal risks and vulnerability.

As a Good Shepherd Financial Capability Intake Team Leader, part of the Telephone & Online Team you will lead a team of Financial Capability Intake Officers responsible for receiving and triaging calls; ensuring Officers take a client-directed approach that empowers and supports clients to tell their story, and refer clients to Good Shepherd services and partners as is appropriate to their circumstance.

## **Key Responsibilities**

- Lead development of a high-performance team through demonstration of capabilities outlined in Good Shepherds capability framework and performance planning process
- Ensure all clients receive high quality, trauma informed intake and assessment support and referrals are appropriate to the client's situation (referral may be to internal or external services).
- Ensure that the team operates in an efficient way. You will have experience in understanding and using data & analytics to monitor team workload.
- Monitor quality of client experience delivered through your team. This includes listening to calls, providing feedback to improve client experience quality through the continuous improvement process.
- Coach and support the team to implement new ways of working and to quickly adopt new systems and processes that improve client outcomes.
- Oversee data collection and analysis, and provide reports to the Program Manager and other relevant leadership and stakeholder groups in line with agreements in place.
- Monitor and make recommendation on how to improve the client experience and implement changes as agreed with the Program Manager.
- Comply with GSANZ policy, procedures and practice and participate in GSANZ organisational activities

## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Lead service delivery and deliver service in line with agreed operational plan and Good Shepherd's strategic plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to self-reflection to drive own learning and development
- Lead development of a high-performance team through demonstration of capabilities outlined in Good Shepherds leadership capability framework
- In partnership with People & Capability, identify development needs required to ensure high quality service delivery to clients
- Foster open communication and collaboration
- Facilitate and participate actively in regular formal supervision
- Share knowledge and practice insights with leaders and colleagues
- Oversee team's wellbeing and recognition and take responsibility for own wellbeing

### **Clients**

- Ensure team delivers best practice services valued by clients
- Ensure a client directed approach and seamless service, avoiding duplication where possible
- Ensure culturally sensitive, inclusive practices that embraces the diversity of individuals
- Ability to implement trauma informed approaches to practice
- Offer service options including face-to-face, telephone and internet service delivery to optimise accessibility and suitability
- Ensure clients are referred to other service providers as required i.e. family violence, legal services etc.
- Ensure team delivers all services in line with relevant service standards and program procedures
- Analyse and manage all data for analysis, reporting and service improvement recommendations; ensure timely reporting in line with funding agreement and internal requirements
- Other duties as reasonably required

### **Service Delivery and Operations**

- Deliver all services in line with service standards and procedures
- Ensure team maintains accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Maintain knowledge of a variety of financial management and budgeting methods and be able relate most appropriate methods to a specific situation.
- Have and be able to impart knowledge of current policies regarding non-payment of fines and infringements

and alternatives to payment

- Knowledge of how to find services offered by other organisations and the ability to make appropriate referrals
- Knowledge of hardship programs offered by institutions such as utilities and banks
- Other duties as reasonably required

#### **Stakeholders**

- Develop constructive, respectful relationships with all stakeholders (i.e. internal service leaders, Good Shepherd departments and employees, clients, referral networks, government departments)
- Work collaboratively with other service providers to deliver valued outcomes for clients

#### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards and ensure team members maintain client files, case notes and information in accordance with Good Shepherd agreed quality standards
- Address behaviour inconsistent with required compliance standards in a timely and appropriate manner
- Maintain OH&S standards at all times and respond to incident in a timely manner; implement agreed actions in accordance with agreed timelines

### **Qualifications, Experience, Mandatory Requirements and Competencies**

- Minimum of 5 years' experience within a contact centre environment in a supervisory capacity.
- Extensive experience within a customer service environment creating effective & efficient workforce models
- Strong coaching and people-development skills through call listening, quality feedback, etc.
- Experience leading a team of professionals in the delivery of client directed services, well developed consultation and collaboration skills and be able to work in complex work environments
- Demonstrated ability to work in a culturally sensitive way with people from culturally and linguistically diverse (CALD) communities and Aboriginal families
- Ability to communicate and demonstrate human rights, social and economic justice in practice
- Understanding of the Australian financial and credit system, including debt traps
- A knowledge of referral options and the ability to make specialised referrals in response to identified client goals
- Demonstrated time management skills
- Capacity to enter relevant, accurate and timely data
- A satisfactory Police Check and a current Working with Children's Check (WWCC)

#### **Competencies**

- Calm in a busy environment, thinks clearly - can respectfully manage complex conversations
- Can assess a client's situation and determine how to best support client immediate needs – is able to explore options and consequences and advocate/ negotiate on the client's behalf
- Uses active listening to quickly assess a person's capability and needs, determine options and appropriate support
- Can analyse and quickly assess risk and takes appropriate steps to mitigate and manage risk
- Ensures inclusive, trauma informed, empathic, sound and supportive conversations that place the person's identity, needs and context at the centre, and, where appropriate, links the person with other services and agencies
- Adaptable and resilient with a true passion and desire for contributing to people's wellbeing
- Tailors messages to suit team members, and different internal and external stakeholders
- Capacity to self-reflect and understand impact of own behaviour and words on others
- Can assist people to complete complex documentation and forms if required
- Able to plan for peaks and troughs in workload and make commercial decision to optimise workforce and resources.
- Able to have effective money conversations to determine referral /advocacy options
- Skills in maintaining accurate and timely notes, file management and other documentation
- Can quickly learn and implement new ways of working and adopt new systems and processes
- A willingness and capacity to adapt to changes in the workplace to ensure improved client outcomes

- Always works with confidentiality, tactfulness and professionalism
- Strong ethos of collaboration and teamwork; is curious, looking for opportunities to optimise programs and results
- Strong computer Literacy skills

### Key Selection Criteria

1. Minimum of 5 years' experience within a contact centre environment in a supervisory capacity.
2. Demonstrated ability to manage workforce efficiency & effectiveness in a call centre environment.
3. Demonstrated experience working in client centred model
4. Experience in leading a team of people in a flexible workforce model or contact centre.
5. Demonstrated capacity to work flexibly and respectfully with a diverse range of people with complex needs, including people with cultural, gendered, social and economically diverse backgrounds, who experience health concerns or disabilities, carer's and people who have not previously accessed a community services system.
6. Strong communication, negotiation and advocacy skills.
7. Strong commitment to and capacity for teamwork, collaboration and networking
8. Commitment to the use of supervision, client and colleague feedback and professional development to continually improve practice

**Values & Behaviours** - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

- Value of each person
- Reconciliation
- Justice
- Zeal
- Audacity

### Additional information

**Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

**The above requirements will need to be supplied and verified prior to commencement**

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity.

All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.