Position Description – Intake Team Leader

Catholic Community Services NSW/ACT

<table>
<thead>
<tr>
<th><strong>Job Number</strong></th>
<th>(CCS to determine unique number)</th>
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<tbody>
<tr>
<td><strong>Position Title</strong></td>
<td>Intake Service Team Leader</td>
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<tr>
<td><strong>Location/Facility</strong></td>
<td>Hunters Hill, The Stables</td>
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<td><strong>Division</strong></td>
<td>Catholic Community Services</td>
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<td><strong>Reporting to</strong></td>
<td>Client Services Manager</td>
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<tr>
<td><strong>Classification</strong></td>
<td>Catholic Healthcare Common Law Contract (Full time, Part Time, or Fixed Term)</td>
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**Organisation and Position Objective**

Catholic Community Services delivers high quality client focused care consistent with the priorities outlined in our Strategic Plan. These priorities are: Our Mission; Client focus, Client choice; People, support and resourcing; Systems and sustainable services; Our Brand, our position; Quality framework, business excellence; Research and innovation.

All staff members have to demonstrate competencies in their roles that align with CCS responsibilities and accountabilities.

Catholic Community Services is underpinned by the Catholic ethos and infused by its values. We deliver culturally appropriate community aged care, disability, and mental health and homelessness services.

This position is for an experienced team leader who will be responsible for the day to day leadership of the CCS Intake team.

The role of the Intake Team Leader is to ensure through appropriate and regular supervision of staff reporting to them;

- Processes are implemented to create efficiencies within the Intake team
- Provide guidance and leadership to the teams by measuring individual competencies against the teams KPIs.
- Accurate collection of data for reporting
- Mentoring and coaching of existing and new team members
- Ensure CCS continues to provide best practice customer service through the intake team
- Coordinate the internal relationships between the Intake Team and other CCS teams
- Provide regular performance reviews and assessments
Key Competencies

Essential

- Previous experience in a similar team leadership role in the Not for Profit/Aged Care/Community Sector
- Degree or Diploma qualified in Call Centre Management/Community Services/ Frontline Management/Social Science
- Leadership Skills including but not limited to: demonstrated negotiation and advocacy skills, highly effective communication skills, performance management skills
- Proven ability to ensure high quality service delivery
- A strong client focus and approach to customer service
- Excellent planning, organising and problem solving skills
- Demonstrated staff management experience including recruitment, and managing individual key performance indicators.
- Proven ability to develop and maintain relationships with key stakeholders
- Proven ability to work independently, unsupervised and as part of a team
- Excellent written and oral communication and interpersonal skills
- Reliability and honesty
- Attention to detail and ability to meet deadlines
- Learning orientation – willingness and ability to participate in ongoing training
- Flexible and positive attitude to working within a dynamic and constantly evolving work environment
- Ability to work flexible hours to meet the specific needs of clients and the organisation
- A high degree of computer competency with a range of Microsoft Office products including Word, Excel and Outlook, and database
- Accurate and targeted report writing

Desirable:

- Knowledge of relevant Aged Care Programs and their guidelines
- Previous relevant experience working with special needs groups such as clients from: culturally and linguistically diverse background, Aboriginal and Torres Strait Islander Communities, homelessness or at risk of becoming homeless, people who are financially or socially disadvantaged, LGBTI people, care leavers, people who live in rural and remote areas.
- A registered and insured motor vehicle suitable for business use and a current unrestricted Class C NSW Drivers Licence.
## 1. Mission

1.1 Uphold, abide by and behave in accordance with Catholic Healthcare (CHL) and Catholic Community Services (CCS) Vision, Mission and Values.

1.2 Have knowledge of CHL and CCS Strategic and Business Objectives and the relevance of these to the program/s being managed.

1.3 Ensure a collaborative and proactive approach to the use of Volunteer and Pastoral Care Services.

1.4 Ensure the needs of religious are appropriately met through engagement with the CCS Clergy and Congregational Care service as required.

## 2. Client focus, client choice

2.1 Practices and processes adhere to CCS Principles and Philosophy of care and service approaches are person centred and promote client decision making and choice.

2.2 Ensure that the service is engaged within the community in which it operates and therefore responds to the needs of individuals whom live within it.

2.3 Implement initiatives to ensure the Intake Team continues to meet rigid KPIs on:

   - Client Acquisitions
   - Service delivery
   - Report writing
   - Customer follow through
   - Partnership development
   - Referrals

2.4 Manage the customer message being delivered is specific to the acquisition process
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<td><strong>3 People, support and resourcing</strong></td>
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<td><strong>3.1</strong></td>
<td>Ensure all workforce performance reflects policy guidelines and are clearly articulated to staff.</td>
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<td><strong>3.2</strong></td>
<td>Complete all work in a timely and professional manner, reporting activity and results monthly or more frequently as required to Client Services Manager or above.</td>
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<td><strong>3.3</strong></td>
<td>Supervise reports ensuring KPIs are monitored at appropriate intervals depending on criticality e.g. daily, weekly or monthly.</td>
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<td><strong>3.4</strong></td>
<td>Take early corrective action to address under performance by discussing and documenting the issues and implementing strategies such as mentoring and education. Initiate performance management process as required in line with policy and in consultation with Business Development Manager and Human Resources.</td>
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<td><strong>3.5</strong></td>
<td>Complete Performance Development Review/FADs for self with Client Services Manager and with all direct staff in accordance with guidelines and within the agreed timeline.</td>
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<td><strong>3.6</strong></td>
<td>Proactively promote a culture of staff recognition using CCS awards and other measures.</td>
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<td><strong>3.7</strong></td>
<td>Ensure an appropriate understanding of CHL/CCS policy and effectively implement and train reports in such policy.</td>
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<td><strong>3.8</strong></td>
<td>Ensure staff members abide by the CHL Code of Conduct and address incidents of breach of conduct.</td>
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<td><strong>3.9</strong></td>
<td>Measure and monitor reports adherence to established routines, process and procedures and up skill staff as required.</td>
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<td><strong>3.10</strong></td>
<td>Encourage reports to proactively resolve issues and/or provide possible solutions as issues are discussed at meetings to promote a culture of continuous improvement.</td>
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<td><strong>3.11</strong></td>
<td>Assist in leading learning and development strategies for the team. Ensure reports attend relevant learning and development.</td>
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<td><strong>3.12</strong></td>
<td>Supervision and monitoring of staff ensures compliance to CCS policy and procedure, program guidelines, regulatory and legislative requirements.</td>
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<td><strong>3.13</strong></td>
<td>Manage resources allocation and prioritisation of significant changes to CCS requirements.</td>
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<td><strong>3.14</strong></td>
<td>Identify and take responsibility for own and staff learning needs and regularly utilise the CCS Learning and Development Strategy for self and staff.</td>
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<td><strong>3.15</strong></td>
<td>Effectively respond to and manage any additional supervisory responsibilities that impact business programs, business procedures and practices and or business innovations and implementations.</td>
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### 4. Systems and sustainable services

| 4.1 | Act in accordance with the Catholic Healthcare Delegation Manual. |
| 4.2 | Ensure reports are able to demonstrate competence in business processes and business growth. |
| 4.3 | Ensure Procura and other documentation and systems are utilised to review efficiencies across CCS programs. Ensure all reports are able to demonstrate competency in the use of Procura. |
| 4.4 | Contribute to business/operational reviews to identify opportunities for improvement. |
| 4.5 | Assist in the prevention of unsafe situations within level of authority and ensure an injury free and accident free work environment. Work proactively to assist an early return to work and working within suitable duties for staff on workers compensation. |
| 4.6 | Proactively manage and monitor resources to eliminate inefficiencies across the team and intake process. |

### 5. Our brand, our profile

| 5.1 | Undertake networking with stakeholders and represent CCS at sector forums and meetings as required. |

### 6. Quality framework, business excellence

| 6.1 | Ensure that the CCS Quality principles and continuous improvement activities are in place as outlined in the CCS quality framework. |
| 6.2 | Ensure cost benefit evaluation/analysis and recommend solutions that are consistent with policies and strategic CCS direction... Identify and recommend solutions to significant CCS challenges. |
| 6.3 | Risk is managed and monitored across the business. Compliance is maintained to Catholic Healthcare and CCS policies and procedures. The analysis, controls and outcomes of identified risks are communicated, documented and reported within the CCS identified systems. |
| 6.4 | Data, documents and records are managed to ensure compliance to policies and procedures ensuring that legislation is met and security of information is maintained. |
| 6.5 | Proactively measure performance through the use of activities such as internal audits, stakeholder feedback, and collection and use statistical data. Review and recommend action based on team statistical data. Liaise with relevant service personnel on results and improvement strategies. |
| 6.6 | Continuous Quality Improvement action plans are developed and maintained. Action plans demonstrate corrective action and continuous improvement that impacts on client/stakeholder outcomes, and optimisation of CCS processes and systems. |
6.7 Establish and build relationships with stakeholders e.g. other agencies, referral bodies.

6.8 Business processes reviewed to ensure continued efficiencies and CCS policy. This includes dissemination of information to all stakeholders regarding changes to IT, Procura, Policy, HR, WHS process and management systems.

7. Research and innovation

7.1 Provide change management leadership and support. Model positive and proactive approach in change and innovation within the program/s managed within CCS.

7.3 Manage major/strategic projects, or multiple smaller projects. Set objectives and develop budget, plan schedule for project delivery. Ensure projects meet target delivery agreements. Monitor progress against plans and take corrective action. Undertake strategic projects.

Other Requirements

- All CCS employees have a responsibility to behave in a manner which is a credit to CCS and which ensures that their actions do not adversely affect the health, safety and wellbeing of themselves and others, including team members, other staff, clients, visitors, volunteers and contractors and the public.
- Prior to appointment applicants must have a Police Records Check and receive a clearance authorisation and Australian work entitlement check if appropriate.
- Undertake other reasonable duties as requested by your manager from time to time and/or undertake additional administrative tasks.
- As a Service Manager you may be required to work in one specific program type or across several program types including but not limited to: HACC, Home Care Packages, NRCP, DTC, TRANSPAC, ACHA, in accordance with your qualifications, training and skills.
- Any appointee will be subject to a probationary period.

Decision Making Authority/Accountability

HR Management: Staff supervision

Key Stakeholders

- Clients and Families/Carers Coordinators/Senior
- Coordinator Regional Managers
- Roster Team, Customer Service Centre/ Community Support Officers

Signoff

I have read and understand the duties and job requirements of this position

Name............................................................................................................

Signature.................................................... Date.................................
Appendix

OUR MISSION
In keeping with Catholic Healthcare’s mission, we in Catholic Community Services, strengthen lives and create inclusive communities in NSW and the ACT through our network of quality services.

VISION
Creating a sustainable and vibrant ministry of care.

VALUES
Compassion: Nurturing the life of clients and all those who work with us.
Respect: Recognising the rights of all persons and treating each person with dignity.
Honesty: Clarity of purpose, truth and sincerity in our communications.
Hospitality: Respecting and welcoming everyone who comes into our presence. Inviting all who wish to be part of the rich tradition and resources of Catholic Healthcare.
Excellence: Leading the way in care and services.

CATHOLIC HEALTHCARE POLICY
It is a condition of employment with Catholic Healthcare that all staff is aware of, and abide by all organizational policies – you can obtain copies of policies from your Manager or on the Catholic Healthcare Intranet site. Any breach of the Catholic Healthcare policies may result in the termination of employment.

EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES
Catholic Healthcare is committed to the policy that discrimination, bullying or harassment in the workplace will not be tolerated. All staff has a responsibility to ensure that they do not act in any way that constitutes harassment, bullying or discrimination against other staff, and to help maintain a work environment free of harassment, bullying and discrimination.

WORK HEALTH AND SAFETY
Catholic Health Care Services is committed to providing safe places of work for all employees. Catholic Healthcare strives to achieve this through the Catholic Healthcare Work Health, Safety and Injury Management system. This system is designed to ensure people at all levels within the organization recognize and commit to their safety responsibilities by signing their Work Health and Safety Responsibility & Accountability Statement on commencement.

Maintaining a safe workplace is a key responsibility of your role with Catholic Healthcare. Your manager will discuss these things with you. Catholic Healthcare requires you to report all identified WH&S risks immediately to your manager.

CHILD PROTECTION RESPONSIBILITIES
Catholic Health Care Services is committed to the well-being and safety of children and young people. The organization recognizes the important responsibility all staff has in the care and protection of children who may be at risk of harm. Staff involved in the provision of health care to children is required to: Be familiar with and adhere to Legislation in relation to Child Protection and comply with NSW Health Policies and Procedures (including Frontline Procedures for the Protection of Children and Young People and current circulars) and organisational policies in relation to Child Protection.