



Position Description

Team Leader Client Services

Award or EBA:	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Classification/Grade:	Grade 3 + on-call allowance
Directorate:	The Technology Solutions (ICT) Reception Directorate
Reports to:	Client Access Manager
Direct Reports:	Client Service Representatives

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



Inclusion

We create an equal and more respectful world by making space and standing with people of all backgrounds.



Integrity

Our ethics, fairness and transparency drive actions and outcomes that we can all feel proud of.



Excellence

We believe in extraordinary service and we achieve it by going the extra mile to help others.



Innovation

We look to a better and brighter tomorrow to shape the potential today.



Collaboration

We work together to nurture the ideal conditions for our community to thrive.

About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the DPV Health Way. This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from — or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About this role

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 Client Services (Administration/reception) staff across the Hume or Whittlesea region of DPV Health sites during a period of rapid and comprehensive change.

Working collaboratively with the Client Access Manager, this role will:

- Organise, review and manage workforce planning to ensure reception, admin and phone coverage meets required demand;;
- Manage planned and unexpected leave;
- Organise, review and plan phone rosters using RingCentral
- Undertake performance reviews to ensure reception/client services provides a high standard of service to our clients;
- Champion the efficient and effective use of software systems including Trakcare, Titanium, Carelink, Microsoft Dynamics CRM and RingCentral;
- Support the Hume or Whittlesea Team Leader when unavailable;
- Develop and create a client-focused culture;
- Strategically engage with the Client Services team to maintain and improve performance and workplace engagement.

The position works closely with the Client Access Manager in partnership with the other Team Leader to continually improve the Client Services administration/reception service and implement organisation and program changes.

Roles Key Accountabilities

Service Delivery

- Day to day team leadership of Client Services Team
- Senior/Team Leader Administration as required to support service programs.
- 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 client services staff
- Escalation point for enquiries
- Provide leadership for tactical project work with employees and casuals
- Support with recruitment ensuring 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.
- Support staff with grievances and escalate where necessary

Reporting, System and Analytics

- Actively use and promote the use of DPV Health systems such as Titanium, Trakcare, eCase, RISKMAN, MEX, TEAMS, MyBookings,, PROMT, Best Practice, ELMO, Culture Amp, Microsoft Dynamics CRM, RingCentral and others.

Financials, Budgets, Target, Funding

- Support the Client Access Manager to 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

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| • Current Victorian Drivers Licence | • Valid Working with Children Check |
| • NDIS Clearance Check | • Satisfactory Police Check |
| • Travel between sites is required | • Vaccination Status as per category |

- International Residency Stat Dec and International Police Check (if required)

Authority

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

Key Selection Criteria

Qualifications

- N/A

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

Signature _____ Date _____