

# Vinnies Assist Team Leader

## Position Description

<b>Directorate:</b>	Corporate Services
<b>Reports to:</b>	Governance and Risk Coordinator
<b>Direct reports:</b>	Vinnies Assist Operators
<b>Location:</b>	Lewisham, NSW
<b>Primary position objective:</b>	<p>Lead the Vinnies Assist Call Centre Team.</p> <p>The Vinnies Assist Centre is a new state-wide inbound call centre. The Vinnies Assist team will deliver efficient and timely advice to all general incoming inquiries, including donors, membership and volunteering enquiries, retail enquiries, requests for information, complaints, intake assessments and appropriate referral to Vinnies Services, Conference support or external service providers.</p>

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

**Strategy and Outcomes:** this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

**Governance, Risk and Safeguarding:** this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

**Legal:** this team is responsible for delivering legal services, and privacy and complaints functions.

**Policy and Advocacy:** this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

**Safety and Workforce Operations:** this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work; recruitment and retention; and employment relations.

**People Strategy and Development:** this team is responsible for people strategy; people policy; diversity; organisational development; and learning and development.

**Information and Communication Technology:** this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

## Accountabilities and responsibilities

The Vinnies Assist Team Leader will:

- Support the successful implementation of the Strategic Plan within their team.
- Foster a team culture characterised by partnership and collaboration to achieve positive outcomes for people calling Vinnies Assist.
- Ensure interactions with callers are culturally appropriate and consistent with trauma informed care practices.
- Ensure interactions with all callers provide an excellent level of customer service and are referred on appropriately
- Support Vinnies Assist operators to access training and information as required
- Develop procedures, workflows and resources to support and enable quality service provision, and effective and efficient team operations.
- Provide and model excellent telephone service for general enquiries, membership or volunteering enquiries, donor enquires, and requests for support or assistance including intake assessment and external referral.
- Maintain and update information in the Society's databases including all administrative tasks associated with assessment and referral
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.
- Understand budget parameters and where possible present strategies for improvement.

## Critical Key Performance Indicators (KPIs)

- Service Level Agreements, internal and external referral procedures are established
- Procedures, protocols and workflows are established for the Vinnies Assist team
- Calls are managed in accordance with agreed service requirements

## Key working relationships

In addition to the Governance and Risk Coordinator and their direct reports, the Vinnies Assist Team Leader will foster close working relationships with:

- Managers and Team Leaders (Vinnies Services);
- Manager Fundraising and Development (Commercial Enterprise, Fundraising and Communications);
- Complaints Resolution Officer (Corporate Services)
- Regional Directors (Membership, Volunteers and Regional Operations);
- Manager Membership Programs (Membership, Volunteers and Regional Operations)
- Manager Membership Experience (Membership, Volunteers and Regional Operations)

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

### Role-specific criteria

- Diploma or higher-level qualifications in Social Work/Social Science/Community Welfare or other relevant fields, or experience in a similar customer service role within the not for profit sector.
- Demonstrated ability to lead, support and debrief team members.
- Demonstrated ability to use IVR technology, receive and transfer a large volume of calls effectively
- Good written and oral communication skills, including good interpersonal skills, with a demonstrated ability to relate positively and confidently with a wide range of people over the phone.
- Ability to use sound judgment and act appropriately in crisis and emergency situations.
- Demonstrated flexibility and responsiveness when dealing with clients with challenging behaviours on the phone.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Knowledge of community resources including drug and alcohol rehabilitation, mental health, legal assistance, income support, employment service providers, training and accommodation
- Sound understanding of child protection issues, legislation and requirements.
- Demonstrated ability to use client databases and Microsoft Office packages such as Word, Excel, and Outlook.

## Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Current Working knowledge of the Society Client Information System or Online Client Support Model for conferences.
- Experience managing volunteers.