
Team Leader

Team: Operations

Location: Footscray

Date: October 2021

Status: As Required

Reports to: Service Centre Manager

Our Organisation

On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services, are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.

Our Mission

On the Line is a professional social health organisation providing counselling support, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

Our Vision

Encouraging people to feel better and create a life worth living.

Our Values

Courage

- Brave and inspired leadership
- Owing our story
- Kindness and compassion for ourselves and others
- Generosity in spirit

Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Open to new and different ways of working and seeing the world

Connection

- Creating a welcoming and meaningful work environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness. Understand how our actions affect others
- Creating harmonious connections with ourselves, others and our environment

Position Purpose

The Team Leader role is an integral leadership and support role for Counsellors, Social Media Moderators and Intake and Case Coordinators.

A focus on ensuring that our funding obligations are met, and that clinical frameworks, processes and policies are diligently followed on high risk presentations.

Be a visible, positive, and active support to Counsellors, Social Media Moderators by providing real time support with coaching, interventions, and debriefing. Champion new initiatives and supports for employees; including self-care initiatives, supervision, reflective practice, and EAP.

Engaged and resilient, you will be across all internal communications and ensure that issues arising during a shift are resolved within the parameters outlined in OTL policy and procedures. Team Leaders will always demonstrate effective people management and leadership in the Service Centre.

Team Leaders will partner with Real Time Analysts on shift to provide real-time support, coaching, and debriefing as well as maintain caller management plans and interventions.

Key Activities

Team Leadership

- Inspire, motivate and align their dedicated team in delivering to agreed productivity and quality
- Champion individual performance through quality reviews provided by the Clinical Practice Team
- Be a positive coach to employees by meeting direct reports every fortnight and monthly (or as required) as a team group
- Work with the Service Centre Manager, HR Business Partner, and Clinical Practice Team to deliver performance management where required
- Actively demonstrate a 'leader as coach' mindset, building capacity and capability within the team
- Continually champion a culture of self-care, resilience and support, and ensure employees are aware of support initiatives (learning, supervision, and self-care practices etc)
- Provide feedback and deliver regular half-yearly/annual reviews where required with support from Service Centre Manager, Clinical Practice Team, and HR Business Partner

Service Delivery Excellence

- Oversee the delivery of digital counselling services at On the Line (24/7 telephone, online chat, social media moderation and video counselling services) in line with contractual service level agreements
- Collaborate and partner with the Real Time Analyst on running the shift; including taking directives and advice on meeting call queue volumes

Quality and Service Improvement

- Coach and support the development of employees who require additional support to improve the quality of their counselling delivery during the HDC shift
- Ensure that all employees comply with key clinical models and frameworks, including processes associated with supporting high risk clients, repeat (managed) callers. This includes mandatory completion of risk assessments and intervention processes
- Manage call management plans in consultation with the Clinical Practice Team

Coaching and Support

- Inspire, motivate and align the service centre team in delivering to the highest levels of service

- Foster a sense of alignment and shared strategic focus but working collaboratively with relevant stakeholders including Workforce Planning, Real Time Analysts, Service Centre Manager, and HR Team
- Actively demonstrate a 'leader as coach' mindset, building capacity and capability within the service centre team
- Provide debriefing when required to all roles within the Service Centre

Culture and Change Leadership

- Foster a positive culture within the service centre that aligns with On the Line's broader cultural vision and values
- Build a culture of trust and collegiality amongst the employees, clearly articulating role expectations and alignment to the matrix structure of the Service Centre
- Act as a change agent by initiating and facilitating change and innovation to ensure that people, performance and output remain aligned to the changing needs of the organisation
- Support and champion of all new service implementations
- Be informed and ensure employees are engaged in internal communications
- Serve as a visible and active member of On the Line

What you bring to the role

- Tertiary degree in relevant discipline (Social Science, Social Work, Welfare Studies, Psychology or Counselling), and / or a business or management qualification.
- Internal candidates will need to have either been a Higher Duties Counsellor or a high performing Counsellor (including consistently high performance, attendance, and quality)
- External candidates will need to have demonstrated previous leadership roles
- Commercial acumen, including demonstrated experience working with Key Performance Indicators (KPIs) within a service delivery or operational environment, preferably within the health sector.
- Strong understanding of evidence-based counselling or clinical quality frameworks.
- Call centre operations experience (highly desirable).
- Exceptional people leadership skills and demonstrated ability to lead a high performing team of people managers.
- Demonstrated ability to build a positive and high performing culture.
- Highly attuned change management skills, ideally within a service-focused environment.
- Confidence in using information technology systems, such as customer relationship management systems, workforce management and telephony platforms.
- Highly developed problem solving and critical thinking skills, including experience identifying and implementing continuous improvement initiatives.
- Current First Aid and CPR certification
- Current Fire Warden Training
- A current National Police Records check (or willing to apply for one).
- Working with Children Check (or willing to apply for one)

What you will need to demonstrate

- Commitment to professional development, continuous learning and openness to feedback and coaching
- Ability to work independently under delegated authority, and within a team
- Strong resilience and self-awareness
- Flexibility, able to work under pressure and prioritise competing demands

Position Description



- High levels of personal and professional accountability
- Performance and results driven
- Motivated with an ability to use own initiative
- Excellent interpersonal skills

Health Safety and Wellbeing

All employees at On the Line have a shared responsibility to advocate for a healthy and safe working environment. This means that you will take reasonable care to protect your own health and safety and that of any other employee or visitor in our working environment. We all have a responsibility to report any incident or injury and to embrace key initiatives that minimise risk to you, your colleagues and On the Line.

Decision making authority

Make decisions in consultation with the Service Centre Manager and in line with On the Line's Delegations of Authority Policy.

Dimensions & working relationships

Team members supported

- Counsellor
- Social Media Moderator
- Intake and Case Coordinators

Working relationships

- CEO and Executive
- Team Leaders
- Team Manager – 1800 Respect
- Workforce Planning Lead
- Real Time Analysts
- Service Centre Manager
- Clinical Practice Team
- HR Team
- Other On the Line employees as required

Shift requirements

7AM start
3PM start
11PM start (overnight)

Position description maintenance

Reviewed Last: October 2021

Conducted By: Human Resources

Approved By: Head of Shared Services

Next Review: June 2022

Risk Rating **LOW** MEDIUM HIGH EXTREME