



## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader, Service Delivery
<b>Area:</b>	Service Delivery
<b>Reporting To:</b>	Chief Executive Officer
<b>Director Reports:</b>	Logistics Officer, Customer Relations Officers, Drivers [contracted, casual and volunteers]
<b>Position Status:</b>	Full Time
<b>Award – Classification:</b>	SCHADS Award
<b>Hours:</b>	76 hrs per fortnight

### THE ORGANISATION

LINK Community Transport's (LINK) Head Office and primary depot is situated 62 Keon Parade Thomastown Victoria. LINK provides community transport and other community services in the Northern and Western Metropolitan Melbourne Region; and seeks to expand its service footprint considerably. LINK's predominant income source is Federal CHSP funding for the aged cohort. It receives State HACC funding which will similarly transition into an open, contestable market in the form of the federal NDIS. LINK has also become a certified social enterprise. LINK will need to flourish on the strength of its value proposition in an open, contestable market environment.

**Our Vision** Seamless integration in the community, regardless

**Our Mission** Innovative services that enable and empower people and communities

**Our Values** Responsive, Empowering, Trustworthy, Human

### PURPOSE OF POSITION

The Service Delivery Team Leader is a critical part of the Leadership Team. The position assumes direct responsibility for high quality, safe, efficient and reliable client-centred delivery of targeted care services; predominantly transport; the position is responsible for achieving critical performance targets whilst ensuring the embodiment of LINK's vision, mission and values.

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**KEY RESPONSIBILITIES**

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**Service Delivery**

- Manage and lead the day-to-day operations of the team with a focus on a meeting customer needs while providing a high level of customer service and satisfaction.
- Manage all activity in relation to service delivery; scheduling, driver schedules, equipment, inbound/outbound calls, enquiries, customer welfare and trip requests to ensure they are delivered in line with LINK policies and procedures and meet all contractual obligations.
- Ensure the effective and efficient management of internal and external resources that apply to service delivery [duty officer, drivers, volunteers, vehicles etc.] to provide minimal disruption to service.
- In conjunction with the Volunteer Coordinator, ensure appropriate volunteer availability levels are maintained in line with customer and service needs.
- In conjunction with the Fleet Coordinator ensure vehicles meet operational efficiency and availability.
- Manage and implement an extended operating hours roster when required.
- Develop and maintain exceptional relationships and collaborative networks within relevant stakeholders internally and externally.
- Prepare/complete monthly invoicing and reports on activities, progress status, outputs against performance targets or other special reports for management and funding bodies.
- Manage the currency and accuracy of all records relating to service delivery while maintaining privacy and confidentiality.
- Other duties as directed.

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**Team Leadership and Management**

- Lead, supervise, support, and develop staff, so they undertake their work in accordance with organisational and program priorities, policy, and procedures.
  - Collaborate in development and implementation of strategic and operational plan.
  - Ensure the team maintain knowledge and skill levels required for best practice and customer-focused service delivery and that they have access to appropriate professional development.
  - Conduct regular and meaningful performance reviews for team members, including performance management when required.
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	<ul style="list-style-type: none"> <li>• Develop strong team relationships, fostering positive relationships within LINK and across departments.</li> <li>• Provide regular updates for staff, including through team meetings, encourage feedback and ensure that this is dealt with in an appropriate manner.</li> <li>• Monitor work practices and procedures to improve workflow and efficiency.</li> <li>• Lead by example, act as a role model for staff within the team.</li> <li>• Provide a proactive supervision model to staff that identifies quality issues, provides feedback and coaching, and ensure the identification of professional development opportunities.</li> <li>• Ensure confidentiality and discretion as appropriate, whilst promoting transparency.</li> <li>• Attends and participates in professional development opportunities as required.</li> <li>• On occasion, ability to work outside of normal business hours.</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Communicate and act in ways that are consistent with the organisation's values.</li> <li>• Encourage and maintain a collaborative working environment to ensure buy-in and participation from staff members.</li> <li>• Support and promote the work of the organisation, maintaining a positive image of the organisation.</li> <li>• Apply and uphold the principles of a respectful, inclusive, and diverse workplace, free from discrimination, harassment, or bullying.</li> <li>• Represent LINK where appropriate at external meetings and activities.</li> <li>• Promote a client-focused culture across all service delivery areas.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Adhere to, and comply with organisational policies, processes, and procedures, using appropriate systems where required.</li> <li>• Demonstrates an understanding of and commitment to Workplace Health &amp; Safety Policy and Procedures.</li> <li>• Report any incident, injury and / or hazard to the line manager of their work area as soon as reasonably practical.</li> <li>• Ensure sound efficiency and performance; continuous improvement opportunities; reporting of issues and/or non-compliances; conducting of audits and/or investigations; and undertaking of training and other quality/performance-related activities.</li> </ul>

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- Compliance with all other Commonwealth and State legislation relevant to the organisation.
  - Ensure reporting requirements and performance targets are achieved according to schedule.
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## **SELECTION CRITERIA**

### **Essential**

- Tertiary qualifications and / or extensive experience in business, management, community services or related discipline.
- Minimum three years' experience managing a team.
- Highly Regarded – current experience in the transport, logistics industry.
- Excellent understanding of care needs of aged people (including people living with dementia), and people living with disability (including an understanding of the NDIS) who are living in the community.
- Excellent ability to implement services that align with customer centered approaches and goals within program guidelines and compliance.
- Strong leadership skills with experience in building, mentoring, and developing people in a positive inclusive manner.
- Excellent communication skills, enthusiastic and energetic, flexibility, adaptability, and a collaborative mindset.
- Excellent organisational and time management skills including the ability to cope with high volumes of work and to priorities meet tight deadlines.
- Sound ability to maintain focus and give good attention to detail while dealing with multi demands and deadlines.
- High level ability to analyze complex problems and formulate appropriate solutions.
- Sound report-writing and presentation skills.
- Strong customer service experience.
- High level proficiency in systems, such as Microsoft Office software, and the ability to quickly learn new software and systems.
- Excellent general knowledge of logistic models.
- Sound metropolitan geographical awareness.

### **Standing Requirements**

- Valid and current Victorian Driver Licence
- Working with Children Check
- Criminal History Check

- Disability Worker Exclusion Scheme Check

As the incumbent of this position, I confirm I have read the Position Description, understand its consent and requirements, and agree to work in accordance with the requirements of the positions.

I acknowledge that the reporting structure may change over time, and it may affect this position. I agree to abide by LINK's Policy and Procedures at all times.

<b>Employees Name:</b>	<b>Signature:</b>	<b>Date:</b>
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<b>Manager Name:</b>	<b>Signature:</b>	<b>Date:</b>
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