

Service Support Coordinator

Support Centre

This position is within Head Office.

- Position**
- ☒ This position reports to the Manager, Support Centre
 - ☐ Reporting line may vary depending on location and service size
 - ☒ This position does not have any direct reports ☐ This position may have direct reports, positions vary
 - ☐ This position has the following direct reports:
 - This position is designated Band 7 under the *Schedule of Authorities and Delegations*
 - ☐ This position is a budget holder ☐ This position has designated revenue targets
 - ☐ This position is an Aboriginal & Torres Strait Islander identified position
 - ☒ This position may require a working with children related clearance

Purpose The purpose of this position is to coordinate delivery of services from the Support Centre including the planning, delivery and implementation of the service and liaison with internal and external stakeholders.

- Focus**
- **To achieve this purpose, the position holder would typically:**
 - Provide a range of effective administration services to enable services to be delivered in a timely and effective way. This could include a range of tasks such as preparation of documentation, collation of information into templates, data entry into a range of systems across functions, purchase orders, responding to queries and providing information to internal and external customers, coordination of portfolio email inboxes, accounts, maintenance and uploading of documents and information to the intranet, photocopying, preparation of information packs and mail outs, filing and archiving.
 - Evaluate information, data and situations to identify level of urgency, risk confidentiality and sensitivity, ensuring the most appropriate action is identified, directed to the correct person to address and matters are escalated to the relevant service management in appropriate timeframes including but not limited coordination of the Support Centre Inbox.
 - Coordinate service content, including preparation of documentation, information, presentations, promotional materials and packs, with the support of senior staff and marketing.
 - Organise support for events and/or activities such as catering, registration and tracking of participants, communications with participants and other stakeholders, information packs, venues, and organisation of key guests such as speakers, artists, and/or performers, as required.
 - With the support of the Team Leader or Manager, develop processes relating to delivery of the service and support other staff to understand those processes to minimise risk to clients.
 - In collaboration with the Team Leader and Manager provide reporting and recommendations regarding the Support Centre learning needs and contribute to the development of tools, learning and supporting materials to support teams to improve performance.
 - In collaboration with the Team Leader and Manager Monitor and evaluate legislative and compliance requirements for the Support Centre, such as accreditation, and work with the Team Leader to ensure concerns or areas of improvement are identified and actioned.
 - Provide support to Support Centre team, including coverage of phone lines and support for high risk client intake, when staff are on leave or during busy periods

Outcomes	<p>When things are going well we would expect to see these outcomes:</p> <ul style="list-style-type: none"> • The Support Centre meet the needs of external and internal customers in a timely and effective way • The way we work with clients is effective and appropriate • The Support Centre team is provided with effective support to enable them to focus on their core purpose • Support Centre team members feel they understand the Quality Framework and are able to implement it • Managers and Team Leaders feel they receive quality reporting and analysis that enable them to make business decisions to improve customer outcomes • High level of confidentiality and discretion displayed 						
	<p>We work collaboratively with others, however this position works close closely with:</p> <table border="0"> <tr> <td data-bbox="159 566 821 728"> <p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • Team Leaders and Managers • Service Providers • Quality and Risk Team </td> <td data-bbox="821 566 1500 728"> <p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • Suppliers and venues • Community groups, educational institutions and other stakeholders </td> </tr> </table>	<p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • Team Leaders and Managers • Service Providers • Quality and Risk Team 	<p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • Suppliers and venues • Community groups, educational institutions and other stakeholders 				
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Individual	<p>To achieve the position purpose and outcomes the position holder will need to have:</p> <ul style="list-style-type: none"> • A Certificate IV or Diploma qualified in business, health or related area • At least 12 months experience in a similar role, or a role that allowed you to build the skills to effectively plan, develop and deliver services to the specific client group. • Good understanding of the client vulnerabilities of individuals who may access the service and their needs • Ability to manage own time and competing priorities, with the flexibility to adjust set plans to accommodate changing needs, to deliver requirements within established timeframes • Experience in the health or community services sectors would be a significant advantage • Good written and verbal communication skills • Good relationship building skills with the ability to create strong working relationships with different stakeholders. 						
	<p>This position may require some flexibility in terms of travel or hours of work:</p> <table border="0"> <tr> <td data-bbox="159 1299 702 1332"><input type="checkbox"/> Overnight travel/stays may be required</td> </tr> <tr> <td data-bbox="159 1344 686 1377"><input type="checkbox"/> Some weekend work may be required</td> </tr> <tr> <td data-bbox="159 1388 670 1422"><input checked="" type="checkbox"/> Some evening work may be required</td> </tr> <tr> <td data-bbox="159 1433 909 1467"><input checked="" type="checkbox"/> Travel between office locations/regions may be required</td> </tr> <tr> <td data-bbox="159 1478 837 1512"><input checked="" type="checkbox"/> Travel to clients (varied locations) may be required</td> </tr> <tr> <td data-bbox="159 1523 1244 1556"><input checked="" type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required</td> </tr> <tr> <td data-bbox="159 1568 678 1601"><input checked="" type="checkbox"/> Use of TBS pool cars may be required</td> </tr> </table> <p>All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.</p>	<input type="checkbox"/> Overnight travel/stays may be required	<input type="checkbox"/> Some weekend work may be required	<input checked="" type="checkbox"/> Some evening work may be required	<input checked="" type="checkbox"/> Travel between office locations/regions may be required	<input checked="" type="checkbox"/> Travel to clients (varied locations) may be required	<input checked="" type="checkbox"/> Use of own registered, insured motor vehicle for business purposes may be required
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Context	<p>Those with knowledge of this position say the things that might make your day are:</p> <ul style="list-style-type: none"> • Being able to use your skills to influence better outcomes for customers • Supporting teams to see where improvements can be made and processes can be improved <p>Those with knowledge of this position say some key challenges you might experience are:</p> <ul style="list-style-type: none"> • Bringing team members and operational services along on the journey to create a customer centric experience as we shift the way we work • Managing stakeholder expectations and needs, including the internal stakeholder group • Delivering feedback when your colleague doesn't agree or doesn't feel the feedback is accurate or fair • Maintaining privacy and confidentiality, especially when colleagues may be encouraging you to share information 						

Approvals	Approver	Date:	Position Code:
	Review history		
	Advertising		
	This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.		