

## Position Description

<b>Position title</b>	Team Leader, Customer Services
<b>Department / Division</b>	Allied Health and Specialist Clinic B (SCB), Division of Nursing and Allied Health
<b>Classification</b>	Grade 4 Year 1-5 (AO41 – AO45)
<b>Position reports to</b>	Manager Administration, Allied Health & SCB
<b>No. of direct &amp; indirect reports</b>	FTE 5
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>

## ROLE PURPOSE

The Customer Services Team Leader is responsible for the delivery of all specialist clinic related activity associated with the assigned desk, appointment bookings and call centre, ensuring excellence in customer service and quality standards. The Customer Services Team Leader reports directly to the Manager Administration, Allied Health & SCB and is part of the wider Coordinator group supporting continuous improvement initiatives within the Specialist Clinics environment.

## KEY ACCOUNTABILITIES

### Operational Management

- Responsible for the program of and effective scheduling and templating for clinics in SCB and Allied Health using EPIC including the set-up of new clinics in collaboration with HODs and EMR team
- Responsible for the overall management of SCB work queues in Epic, QFlow and Call Centre ensuring all KPIs are being met and efficient service is being delivered.
- Responsible for the overall delivery of customer service standards and quality standards
- Monitor team performance and report on metrics to the Administration Manager on call centre throughput & performance, booking activity and error correction patterns.
- Manage and coordinate the clinic room bookings by regularly reviewing capacity and vacancy to ensure optimal usage.
- Manage and coordinate blocked room booking requests for Specialist Clinic B and ensure the annual review process is conducted in a timely manner
- Conduct quarterly audits of room usage in line with the blocked room booking procedures and develop efficiency projects to improve room utilisation
- Coordinate staff management activities including regular 1-1 meetings with team members, contributing to performance reviews and development plans
- In collaboration with the Administration Manager, manage workforce cover by ensuring arrangements are in place to always maintain effective service delivery.
- Ensure VINAH (Victorian integrated non-admitted health data set) errors are managed in a timely manner and looks for opportunities to reduce future errors
- Provide monthly data reporting on activity across Allied Health and SCB to Administration Manager for the purpose of contributing to overall service reporting e.g., call centre and bookings productivity of team members
- Participate in team huddles and notify areas of concern and risks to Administration Manager and/or HODs
- Participate in department team meetings and other relevant organisation meetings where appropriate
- Identify any perceived risks in line with operational challenges and action or escalate as appropriate
- Review and investigate customer feedback and work with the Administration Manager to provide appropriate response and improvement opportunities within a timely manner
- Escalate unresolved or high-risk issues to Administration Manager in a timely manner, to ensure service delivery is not compromised
- Ensure meeting and quiet room facilities are maintained to a high standard, and PC and audio equipment and working. Where necessary consult with IT to have issues resolved.
- Other duties as directed consistent with the employee's skill level and classification

## Support of Systems

In collaboration with the Administration Manager,

- Provide IT support to staff for the various databases such as the electronic medical records system, patient demographics, telehealth, message media, computerised telephone system, video conferencing and Office365
- Utilise and support communication systems, including timely and accurate dissemination of information impacting team operations and understanding of business requirements
- Contribute to the implementation and maintenance of specialist clinics procedures, processes, and standard workflows by ensuring all documented resources are maintained and up to date
- Ensure compliance with leave management - planned and unplanned, rosters, breaks and coverage, and backfill arrangements are followed in line with RCH procedures to ensure optimum service delivery coverage is maintained

## Leadership

- Lead and support the ongoing education of team members regarding the business requirements for departments and clinics
- Supervise and support team members in the effective delivery and coordination of SCB activities across reception, call centre and customer services activities
- Identify, support, and lead ongoing improvement opportunities in systems and processes
- In conjunction with the Administration Manager, induct and train new administration staff according to documented procedures and work practices and provide ongoing coaching and mentoring to existing staff to ensure ongoing excellence in our services
- Identify staff knowledge gaps and work with the Administration Manager to ensure relevant development opportunities are made available
- Ensure compliance with confidentiality and privacy obligations and provision of education with respect to legislative requirements as appropriate
- Ensure excellence in customer service and quality standards is always maintained through regular audits and quality checks.
- Develop quality assurance 'check points' to minimise processing errors.
- Promote active team member participation to ensure ongoing excellence in service delivery and teamwork
- Listen to team member's feedback and resolve any issues or conflicts
- Where appropriate, support the Administration Manager to undertake performance management of team members

## QUALIFICATIONS AND EXPERIENCE

### Essential

- Tertiary qualification in a related field along and/or relevant industry experience (preferably in healthcare)
- Demonstrated experience in people management
- Highly developed communication skills and interpersonal skills
- Demonstrated experience performing a similar role and leading a small to mid-size team to achieve customer service facing activities in an outpatient clinic setting or relatable environment
- Demonstrated experience using database systems to develop reports and analyse data
- Demonstrated experience in delivering excellence in customer service

#### **Desirable**

- An understanding of the healthcare and/or public hospital sector
- Experience in developing and coaching staff
- Experience in documenting and reviewing standard procedures and workflows
- Ability to problem solve
- Please include desirable criteria

#### **KEY SELECTION CRITERIA**

- A flexible approach to work demands with the ability to prioritise whilst delivering to expectations and timelines.
- Emotional maturity and resilience to manage people through change.
- Strong communication and interpersonal skills with demonstrated experience in developing and coaching staff
- Strong customer service with the demonstrated ability to lead, build and maintain key working relationships across organisation and ensuring a high level of service to stakeholders
- Maintenance of internal and external communications
- Provide advice, guidance and support to staff and ensure adherence with policy and procedures and relevant legislation
- Quality focused and strives to achieve excellence
- Ability to source and analyse data to provide reports that will assist in the decision-making process
- Professional demeanour and presentation

#### **OTHER REQUIREMENTS**

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

#### **IMPORTANT INFORMATION**

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

#### **RCH COMPACT**

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company

- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

#### **QUALITY, SAFETY AND IMPROVEMENT**

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

**The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.**

Position description last updated

May 2023