

Position Title:	Frontline Worker Supervisor
Division:	Operations
Reports to:	Team Leader
Direct Reports:	Support Workers

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

This function is responsible for the induction, ongoing management and supervision of Support Workers to ensure a high level of quality in service delivery.

The department will offer support to Individual Plan Advisors and the Customer Service Team, ensuring that Customer's are satisfied with the service received.

KEY OBJECTIVE OF THE POSITION:

The key objective of the Frontline Worker Supervisor is to ensure all Support Workers are adequately supported and trained to deliver service to Customers in line with Northcott's policies and procedures. This role will uphold high quality standards in service delivery, promoting consistency and achieving customer satisfaction.

Through induction and training, this role will ensure that staff understand and adhere to product guidelines and standard operational procedures. In addition, this role will have a full understanding of Support Worker products.

Working closely with the Individual Plan Advisors and Customer Service Team, this function will provide constructive feedback to staff ensuring Customer's needs are met and supporting all roles in handling any customer complaints.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to train and mentor staff to provide exceptional customer service and achieve set KPI's
- Ability to performance manage staff and provide constructive feedback
- An understanding of quality assurance and quality control measures
- Ability to assess work practices and provide staff with guidance and training
- Highly developed interpersonal skills
- Ability to work autonomously and as part of a team
- Demonstrated lateral thinking, problem solving and decision making skills
- Excellent time management and organisational skills
- Ability to write clear and concise business communications
- Effective in complaint management, ensuring matters are addressed appropriately
- Computer Literacy (Microsoft suite, Excel and database administration skills)

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in the management, supervision and support of a team
- Experience in achieving and exceeding associated role KPIs
- Current Class C driver's license
- Lived experience, knowledge or understanding of the National Disability Services Standards and National Disability Insurance Scheme (NDIS)
- Understanding of Work Health and Safety Act and management requirements

DELEGATION LEVEL

- Level 5

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Be aware of, value and respect the cultural, religious and linguistic background of each customer and staff member.

Relationship Building

- Listens effectively, conveys and receives ideas, information and direction
- Seeks to clarify and confirm the accuracy of their understanding
- Ensures verbal and written communication is clear and easy to understand

Problem Solving

- Defines extent of problem and effectively identifies and evaluates alternative solutions

- Makes decisions consistent with skills and experience
- Recognises decisions that have to be deferred until all pertinent facts are gathered and analysed
- Flexible in modifying decisions

Leadership

- Ensures all staff receive and understand relevant information regarding their duties and roles
- Uses strategies to promote team morale, individual initiative and productivity
- Identifies areas for improvement and supports staff to further develop their skills and knowledge
- Manages conflict to resolution and promotes team cohesion
- Communicates objectives and accomplishments with team and wider business

Financial Impact

- Ensures Support Workers are compliant in signing in and out of shifts to enable billing
- Operates in line with approved budget

Time Impact

- Makes sound decisions regarding immediate service delivery within service specifications, relevant policies and guidelines.

Planning and Organisation

- Makes effective use of time and resources
- Meets deadlines and achieves set business targets
- Prioritises duties / responsibilities in a manner consistent with service and organisational objectives
- Effectively manages tasks or program assignments including follow-up and delegation

DUTIES

The typical duties of this position include:

1. Assist in the recruitment and induction of all new Support Workers, ensuring all staff receive and understand relevant information regarding their duties.
2. Promote a reliable, skilled and compliant workforce through the effective management and direct supervision of Support Workers.
3. Develop and discuss strategies with workers to achieve customer goals.
4. Assess and audit Support Worker shift notes for quality to ensure strategies in place are working towards customer set goals.
5. Ensure all staff are set up in CareLink mobile and maintain compliance for shift sign in and sign out.
6. Work closely with the Customer Service Team and Individual Plan Advisors to ensure any complaints or feedback regarding Support Workers is addressed within a timely manner.
7. Work closely with the Customer Service Team and Individual Plan Advisors to ensure any complaints or feedback from staff is addressed within a timely manner.
8. Ensure staff have all required supporting documentation and training to provide a safe and high quality service.
9. Deliver supervision and performance appraisals to develop an understanding of each staff members' professional needs and career goals.
10. Develop an in depth understanding of the relevant products and ensure that staff are compliant with product Standard Operating Procedures and Working Instructions.

11. Approve and manage staff leave applications, ensure leave is reflected in staff availability and communicate to the Customer Service Team.
12. Ensure staff resources are maximised and efficiently used by maintaining productivity, billable hours targets, staff profiles in CareLink+ and match staff to their strengths and the shifts they enjoy.
13. Assess staff work practices and provide constructive feedback and support on a regular basis
14. Carry out administrative duties as required by Northcott, including producing reports as required.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.