

Position Description

Job title: Voice Crisis Services Manager

Location: Gordon

Reports to: General Manager National Crisis Support

Position Summary

The Voice Crisis Services Manager is responsible for the delivery of Lifeline Harbour to Hawkesbury Sydney's (H2HS) contribution to Lifeline Australia's (LLA) national 13 11 14 Crisis Line. The service delivers high-quality one-off support to Help Seekers via Telephone.

The Voice Crisis Services Manager will lead and optimise service quality and compliance as well as paid and volunteer workforce retention, supervision, development and support. The role will work to maintain the service in line with agreed targets designed to meet the growing needs of the community.

The role will work closely with the General Manager National Crisis Support, the LLA Service Delivery Lead and other related functions within H2HS and LLA to ensure effective delivery, quality, in shift support, Crisis Supporter management and service expansion.

The incumbent will also attend the Digital Services Advisory Group, along with the CEO.

The key objectives of the role are to;

- Lead the delivery of H2HS's contribution to LLA's national 13 11 14 line by paid and volunteer Crisis Supporters;
- Oversee and assist the delivery of effective forecasting and workforce management strategies to deliver service in accordance with agreed service targets;
- Supervise and support ISS's (in conjunction with the Centre Supervisor) to deliver on their objectives in support of Telephone Crisis Supporters;
- Work collaboratively to design and implement effective welfare initiatives in support of Telephone Crisis Supporters and ISS's;
- Optimise opportunities to work collaboratively across other H2HS crisis support services in support of continuous improvement initiatives to drive high-quality service delivery and workforce welfare;
- Liaise with relevant LLA staff and the H2HS General Manager on policy and operational issues relating to the delivery of the service;
- Ensure compliance and LASP accreditation obligations are being met on an ongoing basis.

Key accountabilities	Tasks
Service delivery & KPIs	<ul style="list-style-type: none"> • Lead and manage the overall delivery of the Voice Crisis Support Service for H2HS, in line with relevant frameworks, the LLA Service Agreement and KPIs. • Develop and participate in continuous improvement initiatives designed to elevate the quality of crisis support offered to Help Seekers. • Collaborate with the Training and Centre Supervision teams to deliver initiatives designed to support the wellbeing of paid and volunteer staff. • Act as the point of escalation for Supervisors managing issues regarding -Telephone Crisis Supporter service delivery and/or performance, including but not limited to shift adherence. • Assist with the development of policies, procedures and reporting to measure and ensure ongoing performance.
People Management	<ul style="list-style-type: none"> • Ensure an effective team environment and facilitate open communication • Recruit external transfers and internal appointments against required paid and volunteer vacancies as required • Provide feedback to staff and volunteers on issues including staff behaviour and performance • Investigate and follow through on any complaints or formal issues raised with the General Manager, H2HS CEO and LLA as per policy and procedure • Conduct annual appraisals of staff direct reports • Ensure the provision of training and support for all staff
Workforce management & forecasting	<ul style="list-style-type: none"> • Work directly with WFM /Rostering to plan and ensure optimal short and long term staffing levels, to best meet the needs of service commitments and KPI's. • Utilise performance and service delivery reports and data in support of service delivery continuity, consistency and actionable insights. • Maintain strong relationships with key internal and external stakeholders related to the systems functionality, data accuracy and ongoing systems roadmap for the service. • Work with the H2HS Training Manager and Crisis Support to implement scalable, measurable solutions to maintain the service in line with LLA agreed expectations for the delivery of target volunteer hours. • Work directly with WFM/Rostering with regards to the timely and accurate release of the roster, as well as implementation and ongoing maintenance of shifts maintained in system by that team.
Recruitment, welfare & retention	<ul style="list-style-type: none"> • Oversee the ongoing welfare and retention of the Telephone Crisis Supporters. • Collaborate with the Training Team on the ongoing recruitment of Telephone Crisis Supporters

	<ul style="list-style-type: none"> • Collaborate with the Training and Centre Supervision teams to deliver innovative, measurable practices designed to support the welfare and retention of paid and volunteer staff. • Utilise shift adherence data to identify potential retention issues and implement welfare and support measures where necessary. • Work with directly LLA and internal H2HS teams to maintain a continuous recruitment pipeline. • Collaborate with LLA and internal H2HS teams to drive innovations in volunteer recruitment and retention.
Training, coaching & supervision	<ul style="list-style-type: none"> • Support Training and Centre Supervision teams to ensure training and compliance requirements for all paid and volunteer staff including continued Professional Development and Reflective Practice Group Sessions. • Collaborate with the Telephone Crisis Supporters, the Centre Supervisor and the H2HS Training and Recruitment Manager to implement H2HS Telephone Crisis Support placement and training and coaching requirements. • Act as ISS to Telephone Crisis Supporters on shift, providing training, coaching and supervisory support as needed during standard working hours.
Self-care & reflective practice	<ul style="list-style-type: none"> • Support the application of reflective practices by paid and volunteer staff in line with the Reflective Practice Framework. • Support the Supervisors to embed regular Reflective Practice Sessions, in support of their own wellbeing, attending and/or facilitating as needed. • Along with others, facilitate Reflective Practice Sessions for Telephone Crisis Supporters as required.
Key relationships	<ul style="list-style-type: none"> • Liaise directly with the H2HS General Manager National Crisis Support regarding the escalation of issues relating to the delivery of the service. • Develop strong working relationships with H2HS management, staff and volunteers. • Liaise directly with the WFM / Rostering, regarding workforce management, crisis supporter scheduling and adherence. • Maintain strong working relationships with the LLA management and operational teams to drive improvements to policy and operating procedures.
Systems & data management	<ul style="list-style-type: none"> • Support the use of LLA systems and reporting to oversee the delivery of the digital crisis support service and collaboration across the team. • Ensure paid and volunteer staff follow agreed protocols for the accurate and safe use of systems used for the purposes of internal and external communication specific to the role. • Stay up to date with changes to internal and external systems and processes required for the operations of digital crisis support, and the provision of supervision, training, coaching and self-care practices.

	<ul style="list-style-type: none"> • At all times, work within the confines of H2HS's and LLA's policies regarding information security and IT security.
Governance & standards	<ul style="list-style-type: none"> • Maintain standards in line with LLA's LASP requirements. • Follow and observe all H2HS and LLA policies and procedures including but not limited to Code of Conduct and Confidentiality Agreement.

Core competencies

Manages the team

Takes the necessary step to help the team achieve the goals, sharing information, offering suggestions, and building on others' ideas.

Plans and organises work

Plans courses of action for self and others to ensure that work is completed efficiently; takes a proactive approach to problems; prioritises tasks.

Delegates tasks

Assigns agreed tasks and responsibilities to TCS staff or volunteers as appropriate.

Builds positive working relationships

Establishes good interpersonal relationships by working collaboratively, helping people feel valued and supported, listening and demonstrating sensitivity in reactions to problems and ideas.

Makes quality decisions

Gathers and considers information and makes sound and timely decisions to meet goals.

Demonstrates adaptability

Adjusts effectively to new issues and requirements in the work environment, maintaining a constructive and positive approach; shows creativity in solutions to problems.

Communicates effectively

Conveys information and ideas clearly in both verbal and written forms, in a way that engages others and ensures understanding.

Qualifications and experience

- Experience working or volunteering in crisis support.
- Experience in providing feedback, debriefing & coaching.
- Experience coaching and mentoring teams.
- Demonstrated working knowledge of debriefing and reflective practice.
- Experience managing delivery service levels, KPI's and workforce performance.
- Experience in working with data, reporting, systems and processes.

Capabilities

- Ability to deliver feedback and develop improvement plans.
- Ability to establish good contact with others.
- Ability to respond to others in an empathetic, respectful and non-judgemental manner.
- Capacity to understand others whilst maintaining clear boundaries.
- Ability to articulate and demonstrate emotional resilience.
- Ability to assert oneself and willingness to speak up.
- Ability to work effectively both independently and as part of a team.
- Ability to accept feedback and respond appropriately.

Technical capabilities

- Strong written and verbal communications skills, including effective digital communication.
- Digitally confident with systems and technology

Other requirements

- Fit 2 Work check.
- Working with Children check.

Manager name: _____ Signature: _____

Staff member: _____ Signature: _____

Date: _____