



Australian Government
Department of Social Services

Assistant Director | Indigenous Support | National Redress Scheme

- **Canberra or Batemans Bay**
- **Dynamic and strategic role**
- **Indigenous Identified Position**
- **Full time position**
- **Salary Range (\$): \$106,077 – \$120,410**

We are seeking expression of interest from Aboriginal or Torres Strait Islander community members interested in a fulfilling and unique role.

The Assistant Director, Service Recovery – Indigenous Support, oversees a small team of Indigenous staff that work as a communication point between Indigenous applicants, support services and the Scheme, driving cultural awareness in the National Redress Scheme and ensuring Aboriginal and Torres Strait Islander applicants needs are considered in a culturally responsive and safe environment.

The Assistant Director will provide a high level of leadership to staff who are responsible for incoming calls from applicants and nominees, a range of outbound calls, determine staffing and workflow priorities and monitor and manage performance, health and wellbeing. They also have an important role in managing internal and external relationships, resolving and escalating issues to the Director and contributing to strategies and activities to strengthen overall service delivery and cultural awareness of the Scheme.

Duties:

The key responsibilities of the case coordinator include:

- Lead and support operations across an Indigenous service delivery team, including monitoring business performance, setting priorities, managing resources and workflow
- Lead, manage and develop staff including overseeing the management of performance, attendance, capability development, and health and wellbeing
- Support the delivery of Cultural Awareness initiatives and develop, implement and guide Indigenous service delivery strategy.
- Oversee the management of customer feedback and complaints, including investigating and resolving customer issues and incidents escalated by staff and third parties.
- Build and foster relationships with external support organisations,
- Manage and resolve complex, systemic and sensitive issues in escalated cases.
- Support innovation, and manage and lead change
- Resolve and/or escalate issues that adversely impact on policy, performance and/or customer service
- Provide operational intelligence and feedback to the departments executive where relevant
- Prepare a range of written material including business cases, reports, executive briefs and corporate documentation

Closing Date: Thursday, January 28, 2021

WEB LINK